STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Sonora	Central	425
EVALUATED BY		DATE
J. L. Jacobs		09/11/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
☑ Formal Evaluation ☐ Informal Evaluation		10/31/2008	
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	DATE
☐ Yes ☑ No	BY	M. W. Pyle	10/31/08
1. TELEPHONE		EVALUATED: Yes	ACTION REQUIRED: No / CORRECTED

a. Is the Area's telephone system efficient and effective? ☑ Yes ☐ No

(1) Are telephone locations beneficial to the operation? ☑ Yes ☐ No

(2) Are there a sufficient number of lines? ☑ Yes ☐ No

(3) Has any planning been undertaken to address replacement or upgrading? ☑ Yes ☐ No

b. Is call answering efficient and effective? ☑ Yes ☐ No

(1) Who is responsible for answering calls? Non-uniformed staff, followed by uniformed staff.

(2) Who answers additional incoming calls to ensure prompt public service? Uniformed staff.

(a) How is the need for answering additional incoming calls recognized? The Area attempts to answer calls within a timely manner. All personnel attempt to answer the incoming call if it rings more than three times.

(3) How are calls handled after business hours? Through Merced Communications Center on an emergency basis only. A taped message relays to the caller when and how to contact the Area during business hours.

(a) Do tape recorded messages contain sufficient information to give guidance to the public? ☑ Yes ☐ No

(4) Are callers greeted properly? ☑ Yes ☐ No

c. Are road and weather conditions provided? ☑ Yes ☐ No

(1) Is the employee who provides road and weather information given up-to-date information? ☑ Yes ☐ No

(a) If a tape-recorded message is issued, is it updated with the most current information available? ☑ Yes ☐ No

(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided? ☑ Yes ☐ No

d. Does the commander require long distance calls to be logged? ☐ Yes ☑ No

e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity? N/A ☐ Yes ☐ No

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(1) Is use restricted to operational and emergency communications? ☐ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☑ Yes ☐ No

f. Who is assigned telephone calling cards? Lieutenant Ayala and Sergeant Clamp.

(1) Are calls logged? ☐ Yes ☑ No

(2) Are telephone billings reviewed for accuracy and potential abuse? ☑ Yes ☐ No

(3) Is use appropriate? ☑ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? Merced Communications Center. We do not have a TDD line.

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☑ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning? N/A

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones? Jeanie Keaster

(a) Has special training been received? ☑ Yes ☐ No

(3) Are speed dial numbers programmed? ☑ Yes ☐ No

(a) Is the list updated/kept current? ☑ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☐ Yes ☑ No

j. Where are assigned cellular telephones located? Lt. Ayala and the Sergeant's cellular phone.

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? Through Central Division

(3) Are billings reviewed and approved? ☑ Yes ☐ No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? Jeanie Keaster

(b) Is there an MIS-trained alternate? ☑ Yes ☐ No

(c) Are supervisors MIS-trained? ☑ Yes ☐ No

(d) Are all operators proficient? ☑ Yes ☐ No

(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)? ☑ Yes ☐ No

(3) Has a Department of Justice audit of Area's criminal records taken place? ☑ Yes ☐ No

(a) If problems have been identified by the audit process, what corrective action has been initiated? No problems were encountered during the audit.

b. Messages

(1) Is the comm-net system being used to the fullest extent possible? ☑ Yes ☐ No

(2) Are messages formatted properly? ☑ Yes ☐ No

(3) Are all transmitted messages authorized? ☑ Yes ☐ No

(4) How frequently are incoming messages checked? Periodically through the day.

(5) Is distribution and filing of MIS messages efficient? ☑ Yes ☐ No

(a) Is the commander notified of significant messages after regular business hours? ☑ Yes ☐ No

c. Equipment

(1) Adequate and properly located? ☑ Yes ☐ No

(a) Messages visible to the public? ☐ Yes ☑ No

(2) Noise or heat problem? ☐ Yes ☑ No

(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)? ☑ Yes ☐ No

(4) Is there proper security to counter unauthorized use? ☑ Yes ☐ No

(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard? ☑ Yes ☐ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered? ☑ Yes ☐ No

(a) Does time taken for data entry appear reasonable? ☑ Yes ☐ No

(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report? ☑ Yes ☐ No

(a) How does the error rate compare to Division and statewide average error rates? Lower than those listed.

3. RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	

a. Radio Use

(1) Is use of the Area's base station beneficial? ☐ Yes ☑ No

(a) What are some of the uses? Based on the geographical outlay of the Area, the base station has limited radio reach to the units on the road. Due to the outlay of the Area, there is not much that can be done to address this issue.

(2) Is the use appropriate? ☑ Yes ☐ No

(3) Is there any interference with dispatch point operations? ☐ Yes ☑ No

(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input? ☑ Yes ☐ No

b. Efficiency

(1) Range of transmitter and quality of reception adequate? ☐ Yes ☑ No

(2) Consolette in a location for effective monitoring and use? ☑ Yes ☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	No		

a. Supervision

(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)? ☐ Yes ☐ No

(2) Is supervision effective? ☐ Yes ☐ No

(3) Is shift staffing appropriate? ☐ Yes ☐ No

(a) Are PSDs performing routine clerical jobs? ☐ Yes ☐ No

(4) Does scheduling for PSDs provide for individual as well as operational needs? ☐ Yes ☐ No

(a) Is vacation scheduling adequate? ☐ Yes ☐ No

(b) Are lunch and rest breaks appropriately arranged? ☐ Yes ☐ No

(c) Is there relief for solo PSDs? ☐ Yes ☐ No

(5) Are leave credits (including use of sick leave) managed properly? ☐ Yes ☐ No

(a) Is there any evidence of sick leave abuse by employees? ☐ Yes ☐ No

(b) Is a sick leave tracking system in place? ☐ Yes ☐ No

b. Training

(1) Are new PSDs assigned training with a certified Communications Training Specialist? ☐ Yes ☐ No

(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs? ☐ Yes ☐ No

(2) Does the PSDS fully participate in the training process? ☐ Yes ☐ No

(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate? ☐ Yes ☐ No

(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training? ☐ Yes ☐ No

(5) Does the Communications Center conduct frequent and ongoing training? ☐ Yes ☐ No

(a) Are agendas and minutes prepared? ☐ Yes ☐ No

c. Equipment	
(1) What is the condition of the radio equipment?	
(a) Need of replacement?	☐ Yes ☐ No
(b) Capabilities sufficient?	☐ Yes ☐ No
(c) Who authorizes repairs?	
(d) Has repair overtime been kept to a minimum?	☐ Yes ☐ No
(e) Are trouble reporting requirements met?	☐ Yes ☐ No
(2) Are personnel aware of the full capability of the radio equipment?	☐ Yes ☐ No
d. Communications Center	
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes ☐ No
(a) Sufficient space available for reference materials?	☐ Yes ☐ No
(b) Maps current?	☐ Yes ☐ No
(c) Reference material convenient for PSDs?	☐ Yes ☐ No
(d) Is knowledge of reference material apparent?	☐ Yes ☐ No
(2) Is the appearance of the Communications Center businesslike?	☐ Yes ☐ No
(a) Is access limited to avoid distractions to PSDs?	☐ Yes ☐ No
(b) Does each PSD have a location for storage of personnel items?	☐ Yes ☐ No
(3) Is lighting adequate?	☐ Yes ☐ No
(4) Have background noise-dampening materials been installed?	☐ Yes ☐ No
(5) Is heating and cooling adequate?	☐ Yes ☐ No
(6) Are restrooms located nearby?	☐ Yes ☐ No
e. Procedures	
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes ☐ No
(a) Are procedures current and adequate?	☐ Yes ☐ No
f. Records	
(1) Are message logs/radio cards legible?	☐ Yes ☐ No
(a) Are they used properly?	☐ Yes ☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes ☐ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes ☐ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes ☐ No

(5) Does the filing system allow information to be easily retrieved? ☐ Yes ☐ No

(6) Is too much or too little information being logged? ☐ Yes ☐ No

(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports? ☐ Yes ☐ No

g. Effectiveness

(1) Are PSDs proficient? ☐ Yes ☐ No

(2) What is the overall quality of the dispatch operation?

(3) Is staffing sufficient? ☐ Yes ☐ No

h. Equipment Room

(1) Is the room being used for storage of anything other than communications equipment? ☐ Yes ☐ No

(2) Is the room clean? ☐ Yes ☐ No

(3) Is cabling for radios and telephones in disarray or maintained in protective conduit? ☐ Yes ☐ No

(4) Are procedures for reporting malfunctions in place, and are they understood by employees? ☐ Yes ☐ No

(5) Is electrical equipment protected by an uninterrupted power source? ☐ Yes ☐ No

(6) Is there a procedure in place for testing emergency back-up power sources? ☐ Yes ☐ No

i. Generator Room

(1) Do you have a generator room? ☐ Yes ☐ No

(2) Is the generator room used for storage? ☐ Yes ☐ No

(3) If used for storage, are items flammable? ☐ Yes ☐ No

(4) Is generator easily accessible? ☐ Yes ☐ No

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
	No		

a. Responsibilities

(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents? ☐ Yes ☐ No

(2) Are required notifications made by communications personnel? ☐ Yes ☐ No

(3) If assigned, what is the function of the watch officer?

(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual? ☐ Yes ☐ No

b. Procedures

(1) Have dispatch operation emergency procedures been incorporated into a SOP? ☐ Yes ☐ No

(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual? ☐ Yes ☐ No

(2) Procedures current, adequate and clear? ☐ Yes ☐ No

(3) Are there established evacuation procedures? ☐ Yes ☐ No

(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls? ☐ Yes ☐ No

c. Reference Material

(1) Does the dispatch office maintain an emergency incident library? ☐ Yes ☐ No

(a) Is the reference material current? ☐ Yes ☐ No

(b) Who maintains the library?

(c) Do communications personnel know how to obtain reference material? ☐ Yes ☐ No

(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available? ☐ Yes ☐ No

(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand? ☐ Yes ☐ No

d. Public Safety Dispatch Supervisor

(1) Does the supervisor become actively involved during emergency incidents? ☐ Yes ☐ No

(2) Does the supervisor participate in post-incident critiques? ☐ Yes ☐ No

(3) Is feedback from Area employees regarding performance during major incidents solicited? ☐ Yes ☐ No

e. Documentation Procedures

(1) Does the SOP contain procedures for documentation of emergency incidents? ☐ Yes ☐ No

(2) Who has responsibility for ensuring adequate documentation of an emergency incident?

(3) Do Communications Center personnel provide input for post-incident critiques? ☐ Yes ☐ No

(4) Who is responsible for preparation of After Action Reports?

f. Training

(1) Has training been provided to communications personnel in emergency incident procedures? ☐ Yes ☐ No

(2) Are procedures in place to ensure formal training is provided to all communications personnel? ☐ Yes ☐ No

(a) Has all training been documented? ☐ Yes ☐ No

(3) Is there an understanding of the CHP incident command function? ☐ Yes ☐ No

(4) Has a priority list for personnel training been established? ☐ Yes ☐ No

(5) Who coordinates the training?

Sonora Area Chapter 14 (Communications Systems) evaluation

Section:

1. TELEPHONE

    a. The Sonora Area's ODT lines were recently removed from the telephone systems. Therefore the section referencing ODT lines is not applicable.

2. MANAGEMENT INFORMATION SYSTEM (MIS)

    a. No issues were discovered during this portion of the inspection.

3. RADIO – NONDISPATCH OFFICE

    a. The base station radio is operable. However, due to the geographical outlay of the Area, road units are generally not reachable by using the base station.

4. RADIO – DISPATCH OFFICE

    a. This section was not audited.

5. RADIO DISPATCH – EMERGENCY INCIDENT OPERATION

    a. This section was not audited.

J.L. JACOBS, #15597
Sergeant

Department of California Highway Patrol AREA MANAGEMENT EVALUATION Chapter 14 COMMUNICATIONS SYSTEMS	Area Chowchilla River Inspection Facility	Division Central	Number
	Evaluated By Sergeant D.R Wymore		Date 11/04/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

Type of Evaluation ☐ Formal ☒ Informal		Suspense Date
Follow-up Required ☐ Yes ☒ No	☐ Correction Report by _____	Commander's Review Date 12/1/08

1. TELEPHONE	Evaluated ☒	Action Required ☐	Corrected ☐

a. Is the Area's telephone system efficient and effective?	☒Yes	☐No
(1) Are telephone locations beneficial to the operation?	☒Yes	☐No
(2) Are there a sufficient number of lines?	☒Yes	☐No
(3) Is the intercom system adequate?	☒Yes	☐No
(a) What kind of intercom system is used?		
(4) In the context of the total system (switchboards, call diverters, direct lines, etc.), are Area's needs being met?	☒Yes	☐No
(5) Has any planning been undertaken to address replacement or upgrading?	☐Yes	☒No
b. Is call answering efficient and effective?	☒Yes	☐No

(1) Who is responsible for answering calls? Front office Clerical

(2) Who answers additional incoming calls to ensure prompt public service? Special Duty Officer, then scalehead operator.

(a) How is the need for answering additional incoming calls recognized? All three positions are within visual / vocal contact.

(3) How are calls handled after business hours? Facility is 24/7, officer always on duty.

(a) Do tape recorded messages contain sufficient information to give guidance to the public?	☒Yes	☐No
(4) Are callers greeted properly?	☒Yes	☐No

c. Are road and weather conditions provided?	☒Yes	☐No
(1) Is the employee who provides road and weather information given up-to-date information?	☐Yes	☐No
(a) If a tape-recorded message, is it updated with the most current information available?	☐Yes	☐No
(2) Are alternative sources, such as telephone numbers for the Caltrans Highway Information Network and weather bureau, provided?	☒Yes	☐No
d. If CALNET is available, do employees understand how to use it?	☐Yes	☐No
(1) If applicable, have instructions in the use of CALNET been provided?	☐Yes	☐No
(2) Is a long distance log maintained?	☐Yes	☒No
(3) Are telephone billings reviewed for accuracy and potential abuse?	☒Yes	☐No
e. Are Operational Dial Telephone, or "green phone" lines of sufficient quantity?	☒Yes	☐No
(1) Is use restricted to operational communications?	☒Yes	☐No
(2) Are ODT directories made available?	☒Yes	☐No
f. Who is assigned telephone company calling cards? Nobody.		
(1) Is use appropriate?	☐Yes	☐No
(a) Are calls logged?	☐Yes	☐No
g. Are personnel familiar with the telephone system and related equipment?	☒Yes	☐No
(1) Can programmed functions and features be used efficiently?	☒Yes	☐No
(2) Who is authorized to program telephones? Clerical / Special Duty Officer		
(a) Has special training been received?	☒Yes	☐No
(3) Are speed dial numbers programmed?	☒Yes	☐No
(a) Is the list updated/kept current?	☒Yes	☐No
(4) Telephone management informational statistical reports reviewed/filed?	☐Yes	☒No
h. Where are any assigned cellular telephones located? Commanders person		
(1) Does use comply with policy?	☒Yes	☐No
(2) How is maintenance and repair handled? Telecommunications Department		
(3) Are billings reviewed and approved?	☒Yes	☐No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	Evaluated ☒	Action Required ☐	Corrected ☐

a. Personnel

(1) Are all MIS equipment operators authorized? ☒Yes ☐No

(a) What specific employee(s) is held accountable for data entry?

Clerical / Special Duty Officer

(b) Is there an MIS-trained alternate? ☒Yes ☐No

(c) Are supervisors MIS-trained? ☒Yes ☐No

(d) Are all operators proficient? ☒Yes ☐No

(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System? ☒Yes ☐No

(3) Has a Department of Justice audit of Area's criminal records taken place? ☐Yes ☒No

(a) If problems have been identified by the audit, what corrective action has been initiated? N/A

b. Messages

(1) Is the comm-net system being used to the fullest extent possible? ☒Yes ☐No

(2) Are messages formatted properly? ☒Yes ☐No

(3) Are all transmitted messages authorized? ☒Yes ☐No

(4) How frequently are incoming messages checked? HOURLY

(5) Is distribution and filing of MIS messages efficient? ☒Yes ☐No

(a) Is the commander notified of significant messages after business hours? ☒Yes ☐No

c. Equipment

(1) Adequate and properly located? ☒Yes ☐No

(a) Messages visible to the public? ☐Yes ☒No

(2) Noise or heat problem? ☐Yes ☒No

(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)? ☒Yes ☐No

(4) Is there proper security to counter unauthorized use? ☒Yes ☐No

(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the CRT keyboard? ☒Yes ☐No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered? ☒Yes ☐No

(a) Does time taken for data entry appear reasonable? ☒Yes ☐No

(2) Are procedures outlined in Chapter 8 of HPG 40.2 being followed to reconcile data entry with the Daily Transaction/Error Report? ☒Yes ☐No

(a) How does the error rate compare to Division and statewide average error rates?

Data entry is accomplished with minimul errors.

3. RADIO - NONDISPATCH OFFICE	Evaluated ☒	Action Required ☐	Corrected ☐

a. Radio Use

(1) Is use of the Area's base station beneficial? ☒Yes ☐No

(a) What are some of the uses? Station to mobile unit communication and to monitor radio traffic to adjacent areas.

(2) Is the use appropriate? ☒Yes ☐No

(3) Is there any interference with dispatch point operations? ☐Yes ☒No

(a) Were Communications Supervisors (CSs) consulted for their input? ☒Yes ☐No

b. Logs

(1) Are radio messages logged per HPM 60.1? ☐Yes ☒No

(2) Are logs retained as required by policy? ☐Yes ☒No

c. Efficiency ☐Yes ☐No

(1) Range of transmitter and quality of reception adequate? ☒Yes ☐No

(2) Consolette in a location for effective monitoring and use? ☒Yes ☐No

4. RADIO - DISPATCH OFFICE	Evaluated ☐	Action Required ☐	Corrected ☐

a. Supervision

(1) Is the supervisor or alternate available to Communications Operators (COs)? ☐Yes ☐No

(2) Is supervision effective? ☐Yes ☐No

(3) Is shift staffing appropriate? ☐Yes ☐No

(a) Are COs performing routine clerical jobs? ☐Yes ☐No

(4) Does scheduling for COs provide for individual as well as operational needs? ☐Yes ☐No

(a) Is vacation scheduling adequate? ☐Yes ☐No

(b) Are lunch and rest breaks appropriately arranged? ☐Yes ☐No

(c) Is there relief for solo COs? ☐Yes ☐No

(5) Are leave credits (including use of sick leave) managed properly? ☐Yes ☐No

(a) Is there any evidence of sick leave abuse by employees? ☐Yes ☐No

(b) Is a sick leave tracking system in place?	☐Yes	☐No
b. Training		
(1) Are new COs assigned training with a Communications Training Specialist?	☐Yes	☐No
(a) Does the Training Specialist utilize HPG 60.4 (training guide), including checklists, to train new COs?	☐Yes	☐No
(2) Does the CS fully participate in the training process?	☐Yes	☐No
(3) Have COs been scheduled to attend Phase I, Phase II and In-Service training?	☐Yes	☐No
(4) Has the CS attended Non-Uniformed Supervisory Training and Communications Supervisor In-Service Training?	☐Yes	☐No
(5) Does the Communications Center conduct frequent and ongoing training?	☐Yes	☐No
(a) Are agendas and minutes prepared?	☐Yes	☐No
c. Equipment		
(1) What is the condition of the radio equipment?		
(a) Need of replacement?	☐Yes	☐No
(b) Capabilities sufficient?	☐Yes	☐No
(c) Who authorizes repairs?		
(d) Has repair overtime been kept at a minimum?	☐Yes	☐No
(e) Are trouble reporting requirements met?	☐Yes	☐No
(2) Are personnel aware of the full capability of the radio equipment?	☐Yes	☐No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination?	☐Yes	☐No
(a) Sufficient space available for reference materials?	☐Yes	☐No
(b) Maps current?	☐Yes	☐No
(c) Reference material convenient for COs?	☐Yes	☐No
(d) Is knowledge of reference material apparent?	☐Yes	☐No
(2) Is the appearance of the Communications Center businesslike?	☐Yes	☐No
(a) Is access limited to avoid distractions to COs?	☐Yes	☐No
(b) Does each CO have a location for storage of personal items?	☐Yes	☐No
(3) Is lighting adequate?	☐Yes	☐No
(4) Have background noise-dampening materials been installed?	☐Yes	☐No

(5) Is heating and cooling adequate?	☐Yes	☐No
(6) Are restrooms located nearby?	☐Yes	☐No
e. Procedures		
(1) Are procedures for dispatch operations included in a Standard Operating Procedures (SOP) guide?	☐Yes	☐No
(a) Are procedures current and adequate?	☐Yes	☐No
f. Records		
(1) Are message logs/radio cards legible?	☐Yes	☐No
(a) Are they used properly?	☐Yes	☐No
(2) For Computer Assisted Dispatch (CAD) centers, are computer entries accurate and complete?	☐Yes	☐No
(3) Are "signal 10-11s" at 30-minute intervals documented on CHP 142?	☐Yes	☐No
(4) Does CHP 122A document proper radio tape retention?	☐Yes	☐No
(5) Does the filing system allow information to be easily retrieved?	☐Yes	☐No
(6) Is too much or too little information being logged?	☐Yes	☐No
(7) Are COs aware of the importance of accurate monthly telephone and radio volume data reports?	☐Yes	☐No
g. Effectiveness		
(1) Are COs proficient?	☐Yes	☐No
(2) What is the overall quality of the dispatch operation?		
(3) Is staffing sufficient?	☐Yes	☐No
h. Equipment Room		
(1) Is the room being used for storage other than communications equipment?	☐Yes	☐No
(2) Is the room clean?	☐Yes	☐No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐Yes	☐No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☐Yes	☐No
(5) Is electrical equipment protected by an uninterrupted power source?	☐Yes	☐No
(6) Is there a procedure in place for testing emergency back-up power sources?	☐Yes	☐No

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	Evaluated ☐	Action Required ☐	Corrected ☐

a. Responsibilities

(1) Employee awareness of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents? ☐Yes ☐No

(2) Are required notifications made by communications personnel? ☐Yes ☐No

(3) If assigned, what is the function of the watch officer?

(4) Are personnel familiar with HPM 50.1, Emergency Response Manual? ☐Yes ☐No

b. Procedures

(1) Are dispatch operation emergency procedures incorporated into an SOP? ☐Yes ☐No

(a) SOP in compliance with GO 100.25? ☐Yes ☐No

(2) Procedures current, adequate and clear? ☐Yes ☐No

(3) Are there established evacuation procedures? ☐Yes ☐No

(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 911 calls? ☐Yes ☐No

c. Reference Material

(1) Does the dispatch office maintain an emergency incident library? ☐Yes ☐No

(a) Is the reference material current? ☐Yes ☐No

(b) Who maintains the library?

(c) Do communications personnel know how to obtain reference material? ☐Yes ☐No

(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available? ☐Yes ☐No

(e) Are current telephone numbers for OES, Caltrans, etc., on hand? ☐Yes ☐No

d. Communications Supervisor

(1) Does the supervisor become actively involved during emergency incidents? ☐Yes ☐No

(2) Does the supervisor participate in post-incident critiques? ☐Yes ☐No

(3) Is feedback from Area employees regarding performance during major incidents solicited? ☐Yes ☐No

e. Documentation Procedures

(1) Does the SOP contain procedures for documentation of emergency incidents? ☐Yes ☐No

(2) Who has responsibility for ensuring adequate documentation of an emergency incident?

(3) Do Communications Center personnel provide input for post-incident critiques? ☐Yes ☐No

(4) Who is responsible for preparation of After-Action Reports?		
f. Training		
(1) Has training been provided in emergency incident procedures?	☐Yes	☐No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐Yes	☐No
(a) Has all training been documented?	☐Yes	☐No
(3) Is there an understanding of the CHP incident command function?	☐Yes	☐No
(4) Has a priority list for personnel training been established?	☐Yes	☐No
(5) Who coordinates the training?		

COMMENTS

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Porterville 481	Central	
EVALUATED BY		DATE
L. Shiers, OSSI		06/05/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
☐ Formal Evaluation ☑ Informal Evaluation			
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	DATE
☐ Yes ☐ No	BY		6/12/2008

1. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Is the Area's telephone system efficient and effective?	☑ Yes	☐ No
(1) Are telephone locations beneficial to the operation?	☑ Yes	☐ No
(2) Are there a sufficient number of lines?	☑ Yes	☐ No
(3) Has any planning been undertaken to address replacement or upgrading?	☐ Yes	☑ No
b. Is call answering efficient and effective?	☑ Yes	☐ No

(1) Who is responsible for answering calls? Both Clerical and Special Duty Officers

(2) Who answers additional incoming calls to ensure prompt public service? Both Clerical and Special Duty Officers

(a) How is the need for answering additional incoming calls recognized? When the phone rings more then one time or continues to ring then someone else picks up the other lines

(3) How are calls handled after business hours? They get the answering machine and are directed to call 911 if needed

(a) Do tape recorded messages contain sufficient information to give guidance to the public?	☑ Yes	☐ No
(4) Are callers greeted properly?	☑ Yes	☐ No
c. Are road and weather conditions provided?	☑ Yes	☐ No
(1) Is the employee who provides road and weather information given up-to-date information?	☑ Yes	☐ No
(a) If a tape-recorded message is issued, is it updated with the most current information available? N/A	☐ Yes	☐ No
(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided?	☑ Yes	☐ No
d. Does the commander require long distance calls to be logged?	☐ Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity?	☑ Yes	☐ No

(1) Is use restricted to operational and emergency communications? ☑ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☑ Yes ☐ No

f. Who is assigned telephone calling cards?

(1) Are calls logged? ☐ Yes ☑ No

(2) Are telephone billings reviewed for accuracy and potential abuse? Cell phones-Yes/Landline-No ☐ Yes ☐ No

(3) Is use appropriate? ☑ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? There is not one in the office. Calls are received through the phone company

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☑ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning?

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones? Telecomm and Clerical

(a) Has special training been received? ☑ Yes ☐ No

(3) Are speed dial numbers programmed? ☐ Yes ☑ No

(a) Is the list updated/kept current? N/A ☐ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☐ Yes ☑ No

j. Where are assigned cellular telephones located? In the Sgt's office or the Sgt's car

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? When needed- Telecomm is notified

(3) Are billings reviewed and approved? ☑ Yes ☐ No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? Clerical and Special Duty Officers

(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☑ Yes	☐ No
(d) Are all operators proficient?	☑ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No
(a) If problems have been identified by the audit process, what corrective action has been initiated?		

b. Messages

(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked? Several times daily		
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☐ Yes	☐ No

c. Equipment

(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☐ Yes	☑ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☑ Yes	☐ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No
(a) How does the error rate compare to Division and statewide average error rates?		

3. RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Radio Use

(1) Is use of the Area's base station beneficial?	☑ Yes	☐ No

(a) What are some of the uses? Used to call units in the field so dispatch doesn't have to be used for car wash info or to request a unit to call the office

(2) Is the use appropriate?	☑ Yes	☐ No
(3) Is there any interference with dispatch point operations?	☐ Yes	☑ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☑ Yes	☐ No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate?	☑ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	☑ Yes	☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	None		

a. Supervision		
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	☐ No
(2) Is supervision effective?	☐ Yes	☐ No
(3) Is shift staffing appropriate?	☐ Yes	☐ No
(a) Are PSDs performing routine clerical jobs?	☐ Yes	☐ No
(4) Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	☐ No
(a) Is vacation scheduling adequate?	☐ Yes	☐ No
(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	☐ No
(c) Is there relief for solo PSDs?	☐ Yes	☐ No
(5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	☐ No
(a) Is there any evidence of sick leave abuse by employees?	☐ Yes	☐ No
(b) Is a sick leave tracking system in place?	☐ Yes	☐ No
b. Training		
(1) Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes	☐ No
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes	☐ No
(2) Does the PSDS fully participate in the training process?	☐ Yes	☐ No
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	☐ No
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes	☐ No
(5) Does the Communications Center conduct frequent and ongoing training?	☐ Yes	☐ No
(a) Are agendas and minutes prepared?	☐ Yes	☐ No

c. Equipment

(1) What is the condition of the radio equipment?

(a) Need of replacement? ☐ Yes ☐ No

(b) Capabilities sufficient? ☐ Yes ☐ No

(c) Who authorizes repairs?

(d) Has repair overtime been kept to a minimum? ☐ Yes ☐ No

(e) Are trouble reporting requirements met? ☐ Yes ☐ No

(2) Are personnel aware of the full capability of the radio equipment? ☐ Yes ☐ No

d. Communications Center

(1) Furniture and equipment arranged for efficiency and coordination among employees? ☐ Yes ☐ No

(a) Sufficient space available for reference materials? ☐ Yes ☐ No

(b) Maps current? ☐ Yes ☐ No

(c) Reference material convenient for PSDs? ☐ Yes ☐ No

(d) Is knowledge of reference material apparent? ☐ Yes ☐ No

(2) Is the appearance of the Communications Center businesslike? ☐ Yes ☐ No

(a) Is access limited to avoid distractions to PSDs? ☐ Yes ☐ No

(b) Does each PSD have a location for storage of personnel items? ☐ Yes ☐ No

(3) Is lighting adequate? ☐ Yes ☐ No

(4) Have background noise-dampening materials been installed? ☐ Yes ☐ No

(5) Is heating and cooling adequate? ☐ Yes ☐ No

(6) Are restrooms located nearby? ☐ Yes ☐ No

e. Procedures

(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)? ☐ Yes ☐ No

(a) Are procedures current and adequate? ☐ Yes ☐ No

f. Records

(1) Are message logs/radio cards legible? ☐ Yes ☐ No

(a) Are they used properly? ☐ Yes ☐ No

(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete? ☐ Yes ☐ No

(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes? ☐ Yes ☐ No

(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention? ☐ Yes ☐ No

(5) Does the filing system allow information to be easily retrieved? ☐ Yes ☐ No

(6) Is too much or too little information being logged? ☐ Yes ☐ No

(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports? ☐ Yes ☐ No

g. Effectiveness

(1) Are PSDs proficient? ☐ Yes ☐ No

(2) What is the overall quality of the dispatch operation?

(3) Is staffing sufficient? ☐ Yes ☐ No

h. Equipment Room

(1) Is the room being used for storage of anything other than communications equipment? ☐ Yes ☐ No

(2) Is the room clean? ☐ Yes ☐ No

(3) Is cabling for radios and telephones in disarray or maintained in protective conduit? ☐ Yes ☐ No

(4) Are procedures for reporting malfunctions in place, and are they understood by employees? ☐ Yes ☐ No

(5) Is electrical equipment protected by an uninterrupted power source? ☐ Yes ☐ No

(6) Is there a procedure in place for testing emergency back-up power sources? ☐ Yes ☐ No

i. Generator Room

(1) Do you have a generator room? ☐ Yes ☐ No

(2) Is the generator room used for storage? ☐ Yes ☐ No

(3) If used for storage, are items flammable? ☐ Yes ☐ No

(4) Is generator easily accessible? ☐ Yes ☐ No

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
	None		

a. Responsibilities

(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents? ☐ Yes ☐ No

(2) Are required notifications made by communications personnel? ☐ Yes ☐ No

(3) If assigned, what is the function of the watch officer?

(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual? ☐ Yes ☐ No

b. Procedures

(1) Have dispatch operation emergency procedures been incorporated into a SOP? ☐ Yes ☐ No

(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual? ☐ Yes ☐ No

(2) Procedures current, adequate and clear?	☐ Yes	☐ No
(3) Are there established evacuation procedures?	☐ Yes	☐ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☐ Yes	☐ No
(a) Is the reference material current?	☐ Yes	☐ No
(b) Who maintains the library?		
(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☐ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☐ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports?		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	☐ No
(a) Has all training been documented?	☐ Yes	☐ No
(3) Is there an understanding of the CHP incident command function?	☐ Yes	☐ No
(4) Has a priority list for personnel training been established?	☐ Yes	☐ No
(5) Who coordinates the training?		

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
FRESNO	CENTRAL	
EVALUATED BY		DATE
PSDSI D. SELLAI		04/03/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
☐ Formal Evaluation ☑ Informal Evaluation			
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	DATE
☐ Yes ☑ No	BY		5/1/08

1. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	No

a. Is the Area's telephone system efficient and effective?	☑ Yes	☐ No
(1) Are telephone locations beneficial to the operation?	☑ Yes	☐ No
(2) Are there a sufficient number of lines?	☑ Yes	☐ No
(3) Has any planning been undertaken to address replacement or upgrading?	☐ Yes	☑ No
b. Is call answering efficient and effective?	☑ Yes	☐ No

(1) Who is responsible for answering calls? PSDIIs and PSDIs

(2) Who answers additional incoming calls to ensure prompt public service? All on duty PSDs

(a) How is the need for answering additional incoming calls recognized? Through an ACD (Automatic Call Distributing) system built into the program.

(3) How are calls handled after business hours? The Communications Center is a 24/7 operation so there are call takers on duty at all hours.

(a) Do tape recorded messages contain sufficient information to give guidance to the public?	☑ Yes	☐ No
(4) Are callers greeted properly?	☑ Yes	☐ No
c. Are road and weather conditions provided?	☑ Yes	☐ No
(1) Is the employee who provides road and weather information given up-to-date information?	☑ Yes	☐ No
(a) If a tape-recorded message is issued, is it updated with the most current information available?	☑ Yes	☐ No
(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided?	☑ Yes	☐ No
d. Does the commander require long distance calls to be logged?	☐ Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity?	☑ Yes	☐ No

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(1) Is use restricted to operational and emergency communications? ☑ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☑ Yes ☐ No

f. Who is assigned telephone calling cards? N/A

(1) Are calls logged? N/A ☐ Yes ☐ No

(2) Are telephone billings reviewed for accuracy and potential abuse? N/A ☐ Yes ☐ No

(3) Is use appropriate? N/A ☐ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? PSDs

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☑ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning? Built into the Vesta phone system

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

I. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones? PSDSIs and Cad Coordinator

(a) Has special training been received? ☑ Yes ☐ No

(3) Are speed dial numbers programmed? ☑ Yes ☐ No

(a) Is the list updated/kept current? ☑ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☑ Yes ☐ No

j. Where are assigned cellular telephones located? The Communications Center is not assisgned a cellular telephone.

(1) Does use comply with policy? N/A ☐ Yes ☐ No

(2) How is maintenance and repair handled? N/A

(3) Are billings reviewed and approved? ☐ Yes ☐ No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	No

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? All PSDs are held accountable.

(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☑ Yes	☐ No
(d) Are all operators proficient?	☑ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No
(a) If problems have been identified by the audit process, what corrective action has been initiated?	The person making the error is advised of proper protocol to ensure correction of the process.	

b. Messages

(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked?	Constantly	
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☑ Yes	☐ No

c. Equipment

(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☑ Yes	☐ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☑ Yes	☐ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No
(a) How does the error rate compare to Division and statewide average error rates?	Unknown	

3. RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	No	N/A	N/A

a. Radio Use

(1) Is use of the Area's base station beneficial?	☐ Yes	☑ No

(a) What are some of the uses? They do not have one. This section is N/A to the Communications Center

(2) Is the use appropriate? ☐ Yes ☐ No

(3) Is there any interference with dispatch point operations? ☐ Yes ☐ No

(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input? ☐ Yes ☐ No

b. Efficiency

(1) Range of transmitter and quality of reception adequate? ☐ Yes ☐ No

(2) Consolette in a location for effective monitoring and use? ☐ Yes ☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	No

a. Supervision

(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)? ☑ Yes ☐ No

(2) Is supervision effective? ☑ Yes ☐ No

(3) Is shift staffing appropriate? ☑ Yes ☐ No

(a) Are PSDs performing routine clerical jobs? ☐ Yes ☑ No

(4) Does scheduling for PSDs provide for individual as well as operational needs? ☑ Yes ☐ No

(a) Is vacation scheduling adequate? ☑ Yes ☐ No

(b) Are lunch and rest breaks appropriately arranged? ☑ Yes ☐ No

(c) Is there relief for solo PSDs? N/A ☐ Yes ☐ No

(5) Are leave credits (including use of sick leave) managed properly? ☑ Yes ☐ No

(a) Is there any evidence of sick leave abuse by employees? See Narrative ☑ Yes ☐ No

(b) Is a sick leave tracking system in place? ☑ Yes ☐ No

b. Training

(1) Are new PSDs assigned training with a certified Communications Training Specialist? ☑ Yes ☐ No

(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs? ☑ Yes ☐ No

(2) Does the PSDS fully participate in the training process? ☑ Yes ☐ No

(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate? ☑ Yes ☐ No

(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training? ☑ Yes ☐ No

(5) Does the Communications Center conduct frequent and ongoing training? ☑ Yes ☐ No

(a) Are agendas and minutes prepared? ☑ Yes ☐ No

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

c. Equipment

(1) What is the condition of the radio equipment? Satisfactory, but range could be better, especially for "Officer Safety". The CHPERS program should fix all of the current radio problems, such as dead spots and range.

(a) Need of replacement? See Narrative	☑ Yes	☐ No
(b) Capabilities sufficient? See Narrative	☐ Yes	☑ No
(c) Who authorizes repairs? CCSS and DGS		
(d) Has repair overtime been kept to a minimum?	☑ Yes	☐ No
(e) Are trouble reporting requirements met?	☑ Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	☑ Yes	☐ No

d. Communications Center

(1) Furniture and equipment arranged for efficiency and coordination among employees?	☑ Yes	☐ No
(a) Sufficient space available for reference materials?	☑ Yes	☐ No
(b) Maps current?	☑ Yes	☐ No
(c) Reference material convenient for PSDs?	☑ Yes	☐ No
(d) Is knowledge of reference material apparent?	☑ Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	☐ Yes	☑ No
(a) Is access limited to avoid distractions to PSDs?	☑ Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	☑ Yes	☐ No
(3) Is lighting adequate?	☑ Yes	☐ No
(4) Have background noise-dampening materials been installed?	☑ Yes	☐ No
(5) Is heating and cooling adequate?	☑ Yes	☐ No
(6) Are restrooms located nearby?	☑ Yes	☐ No

e. Procedures

(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☑ Yes	☐ No
(a) Are procedures current and adequate?	☑ Yes	☐ No

f. Records

(1) Are message logs/radio cards legible?	☑ Yes	☐ No
(a) Are they used properly?	☑ Yes	☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☑ Yes	☐ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes? See Narrative	☐ Yes	☑ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☑ Yes	☐ No

(5) Does the filing system allow information to be easily retrieved?	☑ Yes	☐ No
(6) Is too much or too little information being logged?	☐ Yes	☑ No
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☑ Yes	☐ No
g. Effectiveness		
(1) Are PSDs proficient?	☑ Yes	☐ No
(2) What is the overall quality of the dispatch operation? Excellent		
(3) Is staffing sufficient?	☑ Yes	☐ No
h. Equipment Room		
(1) Is the room being used for storage of anything other than communications equipment? See Narrative	☑ Yes	☐ No
(2) Is the room clean?	☑ Yes	☐ No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit? See Narrative	☑ Yes	☐ No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☑ Yes	☐ No
(5) Is electrical equipment protected by an uninterrupted power source?	☑ Yes	☐ No
(6) Is there a procedure in place for testing emergency back-up power sources?	☑ Yes	☐ No
i. Generator Room		
(1) Do you have a generator room?	☑ Yes	☐ No
(2) Is the generator room used for storage?	☐ Yes	☑ No
(3) If used for storage, are items flammable?	☐ Yes	☑ No
(4) Is generator easily accessible?	☑ Yes	☐ No

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	No

a. Responsibilities		
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☑ Yes	☐ No
(2) Are required notifications made by communications personnel?	☑ Yes	☐ No
(3) If assigned, what is the function of the watch officer? N/A		
(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☑ Yes	☐ No
b. Procedures		
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☑ Yes	☐ No
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☑ Yes	☐ No

(2) Procedures current, adequate and clear?	☑ Yes	☐ No
(3) Are there established evacuation procedures?	☑ Yes	☐ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☑ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☑ Yes	☐ No
(a) Is the reference material current?	☑ Yes	☐ No
(b) Who maintains the library? Graveyard Supervisor		
(c) Do communications personnel know how to obtain reference material?	☑ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☑ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☑ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☑ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☑ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited? See Narrative	☑ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☑ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident? On duty Public Safety Dispatch Supervisor. In absence of a supervisor then the dispatcher in charge does.		
(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☑ No
(4) Who is responsible for preparation of After Action Reports? Supervisors		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☑ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☑ Yes	☐ No
(a) Has all training been documented?	☑ Yes	☐ No
(3) Is there an understanding of the CHP incident command function?	☑ Yes	☐ No
(4) Has a priority list for personnel training been established?	☑ Yes	☐ No
(5) Who coordinates the training? Dispatch supervisor who oversees training.		

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION SUPPLEMENT

CHP 454 (Rev. 5-06) OPI 009

SUBJECT: Area Management Evaluation, Communications Systems, Chapter 14 DATE: 04/10/2008

SECTIONS		COMMENTS
1. Telephone	1.b.2	There are no plans to upgrade the telephone system because it was upgraded two (2) years ago. All calls in the Communications Center are routed to call takers through an Automatic Call Distributing system which is built into the computer program controlling the telephone system.
	1.f	There are no calling cards assigned to the supervisors.
2. Management Information System		All employees associated with the Communications Center are trained and given guidelines for the proper use and misuse of the Information Systems, to and including signing a CHP101 annually during their evaluation process. Additionally, they must be recertified using the DOJ requirements biannually.
3. Radio - Nondispatch Office		This section is N/A to the Communications Center operation/evaluation. Fresno Area does not have a base station unit.
4. Radio - Dispatch Office	4.a.(1)	Supervision is always available to the PSDs, whether it be a dispatch supervisor or a field supervisor.
	4.a.(5)	There are a couple of employees being tracked for attendance habits and if a pattern develops they will be disciplined appropriately.
	4.b	All new communication center employees get specialized training at the CHP Academy and at the local level upon their return.
	4.c.(1)	Our radio frequencies are overwhelmed by the growth of the Central Valley. Fresno Area on behalf of the Communications Center has submitted a request to split the Pink Radio Frequency to alleviate the overload and to address the more important issue of Officer Safety. Also the CHPERS program will enhance the current radio range which will benefit Officer Safety.
	4.f.(3)	PSDs do not officially do the signal 10-11, but they do identify the frequency with every broadcast.
	4.g.(2)	The overall quality of the dispatch operation is excellent, as evidenced by a letter sent to the Command commending the employees for a 98.15 percent service level.
	4.g.(3)	FCCs allocated positions is sufficent to meet operational needs. There are several vacancies which overtime fills. When the positions are filled by trained personnel overtime will diminsh significantly.
	4.h.(1)	The equipment room is being used for storing toner cartridges and PCs because the Area Office has run out of room for virtually everything.
	4.h.(3)	Cabling in the radio and equipment rooms are not maintained in protective conduit because of the layout of the building and the lack of false floor. A new building will enable us to ensure they are organized properly at installation. The same will apply for the Communications Center.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION SUPPLEMENT

CHP 454 (Rev. 5-06) OPI 009

SUBJECT: Area Management Evaluation, Communications Systems, Chapter 14 DATE: 04/10/2008

SECTIONS	COMMENTS
5. Radio Dispatch-Emer Incident Ops	
5.a,b,c	All procedures for emergency incidents are outlined in the SOP, EAP, BRP, as well as in other departmental manuals. All employees are trained in notification procedures as well. Employees are continually updated for all procedural changes.
5.d.(3)	Feedback from employees regarding performance during major incidents is not specifically solicited, but is usually discussed with one another. They self-critique and open forum all major incidents.
5.e.(2)	All dispatchers know protocol and ensure all documentations are properly entered in the log.
5.e.(3)	This Area does not use critiques, formal or informal. However, Communications Center personnel are encouraged to talk about it and offer suggestions for improvement. If it is a major critical incident, such as an officer involved shooting, then they are encouraged to attend a debriefing. Additionally, PSDSIs offer suggestions at the monthly and weekly mini staff meetings. This way if there is a need to correct a procedure it can be done in a timely manner.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

8/28/08

FILE COPY

AREA	DIVISION	NUMBER
Bakersfield	Central	
EVALUATED BY		DATE
P. Vincent, ID 12677		08/19/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
☐ Formal Evaluation ☑ Informal Evaluation			
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW M 8/27/08	DATE
☐ Yes ☑ No	BY _____		8-27-08

1. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	08/20/2008		

a. Is the Area's telephone system efficient and effective? ☑ Yes ☐ No

(1) Are telephone locations beneficial to the operation? ☑ Yes ☐ No

(2) Are there a sufficient number of lines? ☑ Yes ☐ No

(3) Has any planning been undertaken to address replacement or upgrading? ☑ Yes ☐ No

b. Is call answering efficient and effective? ☑ Yes ☐ No

(1) Who is responsible for answering calls? All PSDs handle emergency 911 calls that come into the dispatch center. Business office calls are handled by the front desk officer.

(2) Who answers additional incoming calls to ensure prompt public service? Business calls roll back to the clerical office after 5 rings.

(a) How is the need for answering additional incoming calls recognized? Clerical telephones will ring.

(3) How are calls handled after business hours? The telephone system is placed on a recording device which advises of the business office's hours. Emergency calls are directed to call 911.

(a) Do tape recorded messages contain sufficient information to give guidance to the public? ☑ Yes ☐ No

(4) Are callers greeted properly? ☑ Yes ☐ No

c. Are road and weather conditions provided? ☑ Yes ☐ No

(1) Is the employee who provides road and weather information given up-to-date information? ☑ Yes ☐ No

(a) If a tape-recorded message is issued, is it updated with the most current information available? ☑ Yes ☐ No

(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided? ☑ Yes ☐ No

d. Does the commander require long distance calls to be logged? ☐ Yes ☑ No

e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity? ☑ Yes ☐ No

(1) Is use restricted to operational and emergency communications? ☑ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☑ Yes ☐ No

f. Who is assigned telephone calling cards? No cards issued.

(1) Are calls logged? ☐ Yes ☐ No

(2) Are telephone billings reviewed for accuracy and potential abuse? ☐ Yes ☐ No

(3) Is use appropriate? ☐ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? PSDs in the dispatch center

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☑ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning? 08/20/2008

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones? Verizon personnel

(a) Has special training been received? ☐ Yes ☐ No

(3) Are speed dial numbers programmed? ☑ Yes ☐ No

(a) Is the list updated/kept current? ☑ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☑ Yes ☐ No

j. Where are assigned cellular telephones located? One is assigned to the Area Commander and two are assigned to the lieutenants. Two cellular phones are located in the sergeant's patrol vehicles.

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? The cellular telephones are send to Telecommunications Section for repairs.

(3) Are billings reviewed and approved? ☑ Yes ☐ No

MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	08/21/2008		

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? Dispatch and clerical employees.

(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☑ Yes	☐ No
(d) Are all operators proficient?	☑ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No
(a) If problems have been identified by the audit process, what corrective action has been initiated? N/A		
b. Messages		
(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked? As they come in by the PSDs in the dispatch center.		
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☑ Yes	☐ No
c. Equipment		
(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☐ Yes	☑ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☑ Yes	☐ No
d. Data Entry and Evaluation		
(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No
(a) How does the error rate compare to Division and statewide average error rates? Unknown		

RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	N/A		
a. Radio Use			
(1) Is use of the Area's base station beneficial?	☐ Yes	☐ No N/A	

(a) What are some of the uses? N/A

(2) Is the use appropriate? ☐ Yes ☐ No N/A

(3) Is there any interference with dispatch point operations? ☐ Yes ☐ No N/A

(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input? ☐ Yes ☐ No N/A

b. Efficiency

(1) Range of transmitter and quality of reception adequate? ☐ Yes ☐ No N/A

(2) Consolette in a location for effective monitoring and use? ☐ Yes ☐ No N/A

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	08/19/2008		

a. Supervision

(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)? ☑ Yes ☐ No

(2) Is supervision effective? ☑ Yes ☐ No

(3) Is shift staffing appropriate? ☑ Yes ☐ No

(a) Are PSDs performing routine clerical jobs? ☐ Yes ☑ No

(4) Does scheduling for PSDs provide for individual as well as operational needs? ☑ Yes ☐ No

(a) Is vacation scheduling adequate? ☑ Yes ☐ No

(b) Are lunch and rest breaks appropriately arranged? ☑ Yes ☐ No

(c) Is there relief for solo PSDs? ☑ Yes ☐ No

(5) Are leave credits (including use of sick leave) managed properly? ☑ Yes ☐ No

(a) Is there any evidence of sick leave abuse by employees? NO, BUT WE DO MAKE REMINDERS AT TIMES. ☐ Yes ☑ No

(b) Is a sick leave tracking system in place? ☑ Yes ☐ No

b. Training

(1) Are new PSDs assigned training with a certified Communications Training Specialist? ☑ Yes ☐ No

(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs? ☑ Yes ☐ No

• (2) Does the PSDS fully participate in the training process? ☑ Yes ☐ No

(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate? ☑ Yes ☐ No

(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training? ☑ Yes ☐ No

(5) Does the Communications Center conduct frequent and ongoing training? ☑ Yes ☐ No

(a) Are agendas and minutes prepared? ☑ Yes ☐ No

c. Equipment

(1) What is the condition of the radio equipment? Old and antiquated. The back up radio is in need of replacement and the supervisors are unable to obtain a replacement from Telecommunications Section.

(a) Need of replacement?	☑ Yes	☐ No
(b) Capabilities sufficient?	☐ Yes	☑ No
(c) Who authorizes repairs? The dispatch supervisor.		
(d) Has repair overtime been kept to a minimum?	☑ Yes	☐ No
(e) Are trouble reporting requirements met?	☑ Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	☑ Yes	☐ No

d. Communications Center

(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	☑ No
(a) Sufficient space available for reference materials?	☑ Yes	☐ No
(b) Maps current?	☑ Yes	☐ No
(c) Reference material convenient for PSDs?	☑ Yes	☐ No
(d) Is knowledge of reference material apparent?	☑ Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	☑ Yes	☐ No
(a) Is access limited to avoid distractions to PSDs?	☑ Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	☑ Yes	☐ No
(3) Is lighting adequate?	☑ Yes	☐ No
(4) Have background noise-dampening materials been installed?	☑ Yes	☐ No
(5) Is heating and cooling adequate?	☑ Yes	☐ No
(6) Are restrooms located nearby?	☐ Yes	☑ No

e. Procedures

(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☑ Yes	☐ No
(a) Are procedures current and adequate?	☑ Yes	☐ No

f. Records

(1) Are message logs/radio cards legible?	☑ Yes	☐ No
(a) Are they used properly?	☑ Yes	☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☑ Yes	☐ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	☑ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	☐ No N/A

(5) Does the filing system allow information to be easily retrieved? ☑ Yes ☐ No

(6) Is too much or too little information being logged? ☐ Yes ☑ No

(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports? ☑ Yes ☐ No

g. Effectiveness

(1) Are PSDs proficient? ☑ Yes ☐ No

(2) What is the overall quality of the dispatch operation? Other than an old and antiquated system, the dispatch operation is extremely effective.

(3) Is staffing sufficient? ☑ Yes ☐ No

h. Equipment Room

(1) Is the room being used for storage of anything other than communications equipment? ☑ Yes ☐ No

(2) Is the room clean? ☑ Yes ☐ No

(3) Is cabling for radios and telephones in disarray or maintained in protective conduit? ☐ Yes ☑ No

(4) Are procedures for reporting malfunctions in place, and are they understood by employees? ☑ Yes ☐ No

(5) Is electrical equipment protected by an uninterrupted power source? ☑ Yes ☐ No

(6) Is there a procedure in place for testing emergency back-up power sources? ☑ Yes ☐ No

i. Generator Room

(1) Do you have a generator room? ☐ Yes ☑ No

(2) Is the generator room used for storage? ☐ Yes ☐ No N/A

(3) If used for storage, are items flammable? ☐ Yes ☐ No N/A

(4) Is generator easily accessible? ☑ Yes ☐ No

j. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
	08/20/2008		

a. Responsibilities

(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents? ☑ Yes ☐ No

(2) Are required notifications made by communications personnel? ☑ Yes ☐ No

(3) If assigned, what is the function of the watch officer? N/A

(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual? ☑ Yes ☐ No

b. Procedures

(1) Have dispatch operation emergency procedures been incorporated into a SOP? ☑ Yes ☐ No

(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual? ☑ Yes ☐ No

(2) Procedures current, adequate and clear?	☑ Yes	☐ No
(3) Are there established evacuation procedures?	☑ Yes	☐ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☑ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☑ Yes	☐ No
(a) Is the reference material current?	☑ Yes	☐ No
(b) Who maintains the library? Dispatch supervisors		
(c) Do communications personnel know how to obtain reference material?	☑ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☑ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☑ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☑ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☑ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☑ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☑ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident? Dispatch supervisor		
(3) Do Communications Center personnel provide input for post-incident critiques?	☑ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports? Dispatch supervisor		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☑ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☑ Yes	☐ No
(a) Has all training been documented?	☑ Yes	☐ No
(3) Is there an understanding of the CHP incident command function?	☑ Yes	☐ No
(4) Has a priority list for personnel training been established?	☑ Yes	☐ No
(5) Who coordinates the training? Dispatch supervisor		

. RADIO - NON DISPATCH OFFICE, a (1) - This radio is being used as a 3rd position in the Dispatch Office. This radio has been lentified by a Department of General Services Radio Technician as being unserviceable, as there are no longer parts available.
. RADIO - DISPATCH OFFICE, d (1) - The size of the room is too small for the amount of personnel, equipment and furniture to operate fficiently.
(4) - This procedure is no longer used. Radio is backed up and logged by digital media.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Grapevine Insp. Fac.	Central	14
EVALUATED BY		DATE
S. A. Netzer		10/02/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
☐ Formal Evaluation ☑ Informal Evaluation			
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	DATE
☐ Yes ☑ No	BY _____	S. A. Netzer	10/02/2008

1. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Is the Area's telephone system efficient and effective? ☑ Yes ☐ No

(1) Are telephone locations beneficial to the operation? ☑ Yes ☐ No

(2) Are there a sufficient number of lines? ☑ Yes ☐ No

(3) Has any planning been undertaken to address replacement or upgrading? ☑ Yes ☐ No

b. Is call answering efficient and effective? ☑ Yes ☐ No

(1) Who is responsible for answering calls? Officer or CVIS seated at scale head.

(2) Who answers additional incoming calls to ensure prompt public service? Officer at enforcement counter.

(a) How is the need for answering additional incoming calls recognized? N/A

(3) How are calls handled after business hours? Facility open 24 hours.

(a) Do tape recorded messages contain sufficient information to give guidance to the public? ☑ Yes ☐ No

(4) Are callers greeted properly? ☑ Yes ☐ No

c. Are road and weather conditions provided? ☑ Yes ☐ No

(1) Is the employee who provides road and weather information given up-to-date information? ☑ Yes ☐ No

(a) If a tape-recorded message is issued, is it updated with the most current information available? ☐ Yes ☐ No

(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided? ☐ Yes ☐ No

d. Does the commander require long distance calls to be logged? ☐ Yes ☑ No

e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity? ☐ Yes ☑ No

(1) Is use restricted to operational and emergency communications? ☐ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☐ Yes ☐ No

f. Who is assigned telephone calling cards? N/A

(1) Are calls logged? ☐ Yes ☐ No

(2) Are telephone billings reviewed for accuracy and potential abuse? ☐ Yes ☐ No

(3) Is use appropriate? ☐ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? N/A

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☐ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning?

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones?

(a) Has special training been received? ☐ Yes ☐ No

(3) Are speed dial numbers programmed? ☑ Yes ☐ No

(a) Is the list updated/kept current? ☑ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☑ Yes ☐ No

j. Where are assigned cellular telephones located? Commander and sergeants office.

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? None has been needed.

(3) Are billings reviewed and approved? ☑ Yes ☐ No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry?

(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☑ Yes	☐ No
(d) Are all operators proficient?	☐ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☐ Yes	☑ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No

(a) If problems have been identified by the audit process, what corrective action has been initiated?

b. Messages

(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked? Within fifteen minutes.		
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☑ Yes	☐ No

c. Equipment

(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☐ Yes	☑ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☑ Yes	☐ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No

(a) How does the error rate compare to Division and statewide average error rates?

3. RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Radio Use

(1) Is use of the Area's base station beneficial?	☑ Yes	☐ No

(a) What are some of the uses? Contact officers while performing traffic control for freeway closure.

(2) Is the use appropriate?	☑ Yes	☐ No
(3) Is there any interference with dispatch point operations?	☑ Yes	☐ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☐ Yes	☐ No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate?	☑ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	☑ Yes	☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Supervision		
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	☐ No
(2) Is supervision effective?	☐ Yes	☐ No
(3) Is shift staffing appropriate?	☐ Yes	☐ No
(a) Are PSDs performing routine clerical jobs?	☐ Yes	☐ No
(4) Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	☐ No
(a) Is vacation scheduling adequate?	☐ Yes	☐ No
(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	☐ No
(c) Is there relief for solo PSDs?	☐ Yes	☐ No
(5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	☐ No
(a) Is there any evidence of sick leave abuse by employees?	☐ Yes	☐ No
(b) Is a sick leave tracking system in place?	☐ Yes	☐ No
b. Training		
(1) Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes	☐ No
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes	☐ No
(2) Does the PSDS fully participate in the training process?	☐ Yes	☐ No
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	☐ No
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes	☐ No
(5) Does the Communications Center conduct frequent and ongoing training?	☐ Yes	☐ No
(a) Are agendas and minutes prepared?	☐ Yes	☐ No

c. Equipment

(1) What is the condition of the radio equipment?

(a) Need of replacement? ☐ Yes ☐ No

(b) Capabilities sufficient? ☐ Yes ☐ No

(c) Who authorizes repairs?

(d) Has repair overtime been kept to a minimum? ☐ Yes ☐ No

(e) Are trouble reporting requirements met? ☐ Yes ☐ No

(2) Are personnel aware of the full capability of the radio equipment? ☐ Yes ☐ No

d. Communications Center

(1) Furniture and equipment arranged for efficiency and coordination among employees? ☐ Yes ☐ No

(a) Sufficient space available for reference materials? ☐ Yes ☐ No

(b) Maps current? ☐ Yes ☐ No

(c) Reference material convenient for PSDs? ☐ Yes ☐ No

(d) Is knowledge of reference material apparent? ☐ Yes ☐ No

(2) Is the appearance of the Communications Center businesslike? ☐ Yes ☐ No

(a) Is access limited to avoid distractions to PSDs? ☐ Yes ☐ No

(b) Does each PSD have a location for storage of personnel items? ☐ Yes ☐ No

(3) Is lighting adequate? ☐ Yes ☐ No

(4) Have background noise-dampening materials been installed? ☐ Yes ☐ No

(5) Is heating and cooling adequate? ☐ Yes ☐ No

(6) Are restrooms located nearby? ☐ Yes ☐ No

e. Procedures

(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)? ☐ Yes ☐ No

(a) Are procedures current and adequate? ☐ Yes ☐ No

f. Records

(1) Are message logs/radio cards legible? ☐ Yes ☐ No

(a) Are they used properly? ☐ Yes ☐ No

(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete? ☐ Yes ☐ No

(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes? ☐ Yes ☐ No

(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention? ☐ Yes ☐ No

(5) Does the filing system allow information to be easily retrieved?	☐ Yes	☐ No	
(6) Is too much or too little information being logged?	☐ Yes	☐ No	
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐ Yes	☐ No	
g. Effectiveness			
(1) Are PSDs proficient?	☐ Yes	☐ No	
(2) What is the overall quality of the dispatch operation?			
(3) Is staffing sufficient?	☐ Yes	☐ No	
h. Equipment Room			
(1) Is the room being used for storage of anything other than communications equipment?	☐ Yes	☐ No	
(2) Is the room clean?	☐ Yes	☐ No	
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	☐ No	
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☐ Yes	☐ No	
(5) Is electrical equipment protected by an uninterrupted power source?	☐ Yes	☐ No	
(6) Is there a procedure in place for testing emergency back-up power sources?	☐ Yes	☐ No	
i. Generator Room			
(1) Do you have a generator room?	☑ Yes	☐ No	
(2) Is the generator room used for storage?	☐ Yes	☑ No	
(3) If used for storage, are items flammable?	☐ Yes	☐ No	
(4) Is generator easily accessible?	☑ Yes	☐ No	

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Responsibilities		
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☐ Yes	☐ No
(2) Are required notifications made by communications personnel?	☐ Yes	☐ No
(3) If assigned, what is the function of the watch officer?		
(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No
b. Procedures		
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☐ Yes	☐ No
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No

(2) Procedures current, adequate and clear?	☐ Yes	☐ No
(3) Are there established evacuation procedures?	☐ Yes	☐ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☐ Yes	☐ No
(a) Is the reference material current?	☐ Yes	☐ No
(b) Who maintains the library?		
(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☐ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☐ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports?		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	☐ No
(a) Has all training been documented?	☐ Yes	☐ No
(3) Is there an understanding of the CHP incident command function?	☐ Yes	☐ No
(4) Has a priority list for personnel training been established?	☐ Yes	☐ No
(5) Who coordinates the training?		

Facility monitors the Bakersfield Communication Center. Officers contact the communication center via telephone from the facility.

State of California Business, Transportation and Housing Agency

Memorandum

Date: October 10, 2008

To: Central Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Buttonwillow Area

File No: 426.10857

Subject: AREA MANAGEMENT EVALUATION- CHP 453P- COMMUNICATIONS SYSTEMS- INFORMAL EVALUATION

Attached is a Communications Systems Informal Evaluation, per HPG 22.1, conducted by Officer Maria Pagano #16364, of the Buttonwillow Area. No follow-up correction report is required. Contact me at (661) 764-5580, should you have any questions.

D.L. GREEN, Lieutenant
Area Commander

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
426	CENTRAL	
EVALUATED BY		DATE
MARIA PAGANO, OFFICER		10/06/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
☐ Formal Evaluation ☑ Informal Evaluation			
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	DATE
☐ Yes ☑ No	BY		10-6-08

1. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	YES	NO	

a. Is the Area's telephone system efficient and effective?	☑ Yes	☐ No
(1) Are telephone locations beneficial to the operation?	☑ Yes	☐ No
(2) Are there a sufficient number of lines?	☑ Yes	☐ No
(3) Has any planning been undertaken to address replacement or upgrading?	☑ Yes	☐ No
b. Is call answering efficient and effective?	☑ Yes	☐ No

(1) Who is responsible for answering calls? CLERICAL.

(2) Who answers additional incoming calls to ensure prompt public service? SPECIAL DUTY OFFICERS

(a) How is the need for answering additional incoming calls recognized? SYSTEM IS SET UP TO HAVE PHONE LINES RING IN ADDITIONAL OFFICES.

(3) How are calls handled after business hours? RECORDED MESSAGE BOTH IN ENGLISH AND SPANISH.

(a) Do tape recorded messages contain sufficient information to give guidance to the public?	☑ Yes	☐ No
(4) Are callers greeted properly?	☑ Yes	☐ No
c. Are road and weather conditions provided?	☑ Yes	☐ No
(1) Is the employee who provides road and weather information given up-to-date information?	☑ Yes	☐ No
(a) If a tape-recorded message is issued, is it updated with the most current information available?	☑ Yes	☐ No
(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided?	☑ Yes	☐ No
d. Does the commander require long distance calls to be logged?	☐ Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity?	☑ Yes	☐ No

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(1) Is use restricted to operational and emergency communications? ☑ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☑ Yes ☐ No

f. Who is assigned telephone calling cards? N/A - CELL PHONES USED.

(1) Are calls logged? ☐ Yes ☐ No

(2) Are telephone billings reviewed for accuracy and potential abuse? N/A - NO CALLING CARDS ASSIGNED. ☐ Yes ☐ No

(3) Is use appropriate? ☐ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? NO DEVICE AT AREA OFFICE.

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? N/A ☐ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning?

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones? LORIE BERGER

(a) Has special training been received? ☑ Yes ☐ No

(3) Are speed dial numbers programmed? ☑ Yes ☐ No

(a) Is the list updated/kept current? ☑ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☑ Yes ☐ No

j. Where are assigned cellular telephones located? LOCATED IN SERGEANT'S OFFICE.

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? THROUGH TELECOMMUNICATIONS.

(3) Are billings reviewed and approved? LT. RECEIVES E-MAIL LIST FROM TELECOM. ☑ Yes ☐ No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	YES	NO	

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? LORIE BERGER AND FRIEDA FINNEY

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(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☑ Yes	☐ No
(d) Are all operators proficient?	☑ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No

(a) If problems have been identified by the audit process, what corrective action has been initiated?

NO PROBLEMS IDENTIFIED.

b. Messages

(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked? HOURLY DURING BUSINESS HOURS.		
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☑ Yes	☐ No

c. Equipment

(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☐ Yes	☑ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☑ Yes	☐ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No

(a) How does the error rate compare to Division and statewide average error rates? MINIMAL ERROR RATE.

. RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	YES	NO	

a. Radio Use

(1) Is use of the Area's base station beneficial?	☑ Yes	☐ No

(a) What are some of the uses? COMMUNICATING WITH OFFICERS IN THE FIELD. PROVIDING ADDITIONAL INFORMATION RECEIVED FROM THE PUBLIC AT THE AREA OFFICE TO OFFICERS RESPONDING TO CALLS.

(2) Is the use appropriate?	☑ Yes	☐ No
(3) Is there any interference with dispatch point operations?	☐ Yes	☑ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☑ Yes	☐ No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate?	☑ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	☑ Yes	☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
a. Supervision			
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes ☐ No		
(2) Is supervision effective?	☑ Yes ☐ No		
(3) Is shift staffing appropriate?	☐ Yes ☐ No		
(a) Are PSDs performing routine clerical jobs?	☐ Yes ☐ No		
(4) Does scheduling for PSDs provide for individual as well as operational needs? N/A	☐ Yes ☐ No		
(a) Is vacation scheduling adequate?	☐ Yes ☐ No		
(b) Are lunch and rest breaks appropriately arranged?	☐ Yes ☐ No		
(c) Is there relief for solo PSDs?	☐ Yes ☐ No		
(5) Are leave credits (including use of sick leave) managed properly?	☐ Yes ☐ No		
(a) Is there any evidence of sick leave abuse by employees?	☐ Yes ☐ No		
(b) Is a sick leave tracking system in place?	☐ Yes ☐ No		
b. Training			
(1) Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes ☐ No		
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes ☐ No		
(2) Does the PSDS fully participate in the training process?	☐ Yes ☐ No		
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes ☐ No		
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes ☐ No		
(5) Does the Communications Center conduct frequent and ongoing training?	☐ Yes ☐ No		
(a) Are agendas and minutes prepared?	☐ Yes ☐ No		

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c. Equipment

(1) What is the condition of the radio equipment?

(a) Need of replacement? ☐ Yes ☐ No

(b) Capabilities sufficient? ☐ Yes ☐ No

(c) Who authorizes repairs?

N/A

(d) Has repair overtime been kept to a minimum? ☐ Yes ☐ No

(e) Are trouble reporting requirements met? ☐ Yes ☐ No

(2) Are personnel aware of the full capability of the radio equipment? ☐ Yes ☐ No

d. Communications Center

(1) Furniture and equipment arranged for efficiency and coordination among employees? ☐ Yes ☐ No

(a) Sufficient space available for reference materials? ☐ Yes ☐ No

(b) Maps current? ☐ Yes ☐ No

(c) Reference material convenient for PSDs? ☐ Yes ☐ No

(d) Is knowledge of reference material apparent? ☐ Yes ☐ No

(2) Is the appearance of the Communications Center businesslike? ☐ Yes ☐ No

(a) Is access limited to avoid distractions to PSDs? ☐ Yes ☐ No

(b) Does each PSD have a location for storage of personnel items? ☐ Yes ☐ No

(3) Is lighting adequate? ☐ Yes ☐ No

(4) Have background noise-dampening materials been installed? ☐ Yes ☐ No

(5) Is heating and cooling adequate? ☐ Yes ☐ No

(6) Are restrooms located nearby? ☐ Yes ☐ No

e. Procedures

(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)? ☐ Yes ☐ No

(a) Are procedures current and adequate? ☐ Yes ☐ No

f. Records

(1) Are message logs/radio cards legible? ☐ Yes ☐ No

(a) Are they used properly? ☐ Yes ☐ No

(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete? ☐ Yes ☐ No

(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes? ☐ Yes ☐ No

(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention? ☐ Yes ☐ No

(5) Does the filing system allow information to be easily retrieved?	☐ Yes	☐ No
(6) Is too much or too little information being logged?	☐ Yes	☐ No
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐ Yes	☐ No
g. Effectiveness		
(1) Are PSDs proficient?	☐ Yes	☐ No
(2) What is the overall quality of the dispatch operation?		
(3) Is staffing sufficient?	☐ Yes	☐ No
h. Equipment Room		
(1) Is the room being used for storage of anything other than communications equipment?	☐ Yes	☐ No
(2) Is the room clean?	☐ Yes	☐ No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	☐ No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☐ Yes	☐ No
(5) Is electrical equipment protected by an uninterrupted power source?	☐ Yes	☐ No
(6) Is there a procedure in place for testing emergency back-up power sources?	☐ Yes	☐ No
i. Generator Room		
(1) Do you have a generator room?	☐ Yes	☐ No
(2) Is the generator room used for storage?	☐ Yes	☐ No
(3) If used for storage, are items flammable?	☐ Yes	☐ No
(4) Is generator easily accessible?	☐ Yes	☐ No

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
a. Responsibilities			
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☐ Yes	☐ No	
(2) Are required notifications made by communications personnel?	☐ Yes	☐ No	
(3) If assigned, what is the function of the watch officer?			
(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No	
b. Procedures			
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☐ Yes	☐ No	
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No	

N/A

(2) Procedures current, adequate and clear?	☐ Yes	☐ No
(3) Are there established evacuation procedures?	☐ Yes	☐ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☐ Yes	☐ No
(a) Is the reference material current?	☐ Yes	☐ No
(b) Who maintains the library?		
(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☐ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☐ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports?		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	☐ No
(a) Has all training been documented?	☐ Yes	☐ No
(3) Is there an understanding of the CHP incident command function?	☐ Yes	☐ No
(4) Has a priority list for personnel training been established?	☐ Yes	☐ No
(5) Who coordinates the training?		

N/A

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AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

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AREA	DIVISION	NUMBER
Fort Tejon	Central	430
EVALUATED BY		DATE
D. Brooks		02/25/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION	SUSPENSE DATE
☐ Formal Evaluation ☑ Informal Evaluation	
FOLLOW-UP REQUIRED ☐ Correction Report	COMMANDER'S REVIEW: [signature]
☐ Yes ☑ No BY	DATE: 2-29-08

1. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	X	No	

a. Is the Area's telephone system efficient and effective?	☑ Yes	☐ No
(1) Are telephone locations beneficial to the operation?	☑ Yes	☐ No
(2) Are there a sufficient number of lines?	☑ Yes	☐ No
(3) Has any planning been undertaken to address replacement or upgrading?	☐ Yes	☑ No
b. Is call answering efficient and effective?	☑ Yes	☐ No

(1) Who is responsible for answering calls? Special duty officers.

(2) Who answers additional incoming calls to ensure prompt public service? Clerical staff.

(a) How is the need for answering additional incoming calls recognized? Both special duty officers and clerical staff occupy same office space and monitor all incoming lines.

(3) How are calls handled after business hours? Two confidential lines ring throughout entire building and are answered by anyone who is present. Primary incoming lines are put on taped recording.

(a) Do tape recorded messages contain sufficient information to give guidance to the public?	☑ Yes	☐ No
(4) Are callers greeted properly?	☑ Yes	☐ No
c. Are road and weather conditions provided?	☑ Yes	☐ No
(1) Is the employee who provides road and weather information given up-to-date information?	☑ Yes	☐ No
(a) If a tape-recorded message is issued, is it updated with the most current information available?	☑ Yes	☐ No
(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided?	☑ Yes	☐ No
d. Does the commander require long distance calls to be logged?	☐ Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity?	☑ Yes	☐ No

(1) Is use restricted to operational and emergency communications? ☑ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☑ Yes ☐ No

f. Who is assigned telephone calling cards? Commander.

(1) Are calls logged? ☐ Yes ☑ No

(2) Are telephone billings reviewed for accuracy and potential abuse? ☐ Yes ☑ No

(3) Is use appropriate? ☑ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? Fort Tejon Area is not equipped with a TDD device.

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☑ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning?

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones? Clerical supervisor.

(a) Has special training been received? ☐ Yes ☑ No

(3) Are speed dial numbers programmed? ☑ Yes ☐ No

(a) Is the list updated/kept current? ☑ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☑ Yes ☐ No

j. Where are assigned cellular telephones located? Three cell phones are assigned to Area, they are assigned to the Commander and two sergeants.

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? Telecommunication section is notified.

(3) Are billings reviewed and approved? ☑ Yes ☐ No

. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	X	No	

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? Office supervisor and clerk typist.

(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☑ Yes	☐ No
(d) Are all operators proficient?	☑ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No
(a) If problems have been identified by the audit process, what corrective action has been initiated?	No problems were identified.	
b. Messages		
(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked?	Hourly, by special duty and clerical staff.	
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☑ Yes	☐ No
c. Equipment		
(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☐ Yes	☑ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☑ Yes	☐ No
d. Data Entry and Evaluation		
(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No
(a) How does the error rate compare to Division and statewide average error rates?	Area is within normal range compared to Central Division and state wide averages.	

. RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	X	No	

a. Radio Use		
(1) Is use of the Area's base station beneficial?	☑ Yes	☐ No

(a) What are some of the uses? Primarily used to monitor radio traffic within Area. It is also used at the Lebec Command Center during Snow Flake operations to communicate with Bakersfield Dispatch Center.

(2) Is the use appropriate?	☑ Yes	☐ No
(3) Is there any interference with dispatch point operations?	☐ Yes	☑ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☑ Yes	☐ No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate?	☑ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	☑ Yes	☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	N/A		

a. Supervision		
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	☐ No
(2) Is supervision effective?	☐ Yes	☐ No
(3) Is shift staffing appropriate?	☐ Yes	☐ No
(a) Are PSDs performing routine clerical jobs?	☐ Yes	☐ No
(4) Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	☐ No
(a) Is vacation scheduling adequate?	☐ Yes	☐ No
(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	☐ No
(c) Is there relief for solo PSDs?	☐ Yes	☐ No
(5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	☐ No
(a) Is there any evidence of sick leave abuse by employees?	☐ Yes	☐ No
(b) Is a sick leave tracking system in place?	☐ Yes	☐ No
b. Training		
(1) Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes	☐ No
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes	☐ No
(2) Does the PSDS fully participate in the training process?	☐ Yes	☐ No
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	☐ No
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes	☐ No
(5) Does the Communications Center conduct frequent and ongoing training?	☐ Yes	☐ No
(a) Are agendas and minutes prepared?	☐ Yes	☐ No

c. Equipment		
(1) What is the condition of the radio equipment?		
(a) Need of replacement?	☐ Yes	☐ No
(b) Capabilities sufficient?	☐ Yes	☐ No
(c) Who authorizes repairs?		
(d) Has repair overtime been kept to a minimum?	☐ Yes	☐ No
(e) Are trouble reporting requirements met?	☐ Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	☐ Yes	☐ No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	☐ No
(a) Sufficient space available for reference materials?	☐ Yes	☐ No
(b) Maps current?	☐ Yes	☐ No
(c) Reference material convenient for PSDs?	☐ Yes	☐ No
(d) Is knowledge of reference material apparent?	☐ Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	☐ Yes	☐ No
(a) Is access limited to avoid distractions to PSDs?	☐ Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	☐ Yes	☐ No
(3) Is lighting adequate?	☐ Yes	☐ No
(4) Have background noise-dampening materials been installed?	☐ Yes	☐ No
(5) Is heating and cooling adequate?	☐ Yes	☐ No
(6) Are restrooms located nearby?	☐ Yes	☐ No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	☐ No
(a) Are procedures current and adequate?	☐ Yes	☐ No
f. Records		
(1) Are message logs/radio cards legible?	☐ Yes	☐ No
(a) Are they used properly?	☐ Yes	☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	☐ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	☐ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	☐ No

(5) Does the filing system allow information to be easily retrieved?	☐ Yes	☐ No
(6) Is too much or too little information being logged?	☐ Yes	☐ No
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐ Yes	☐ No
g. Effectiveness		
(1) Are PSDs proficient?	☐ Yes	☐ No
(2) What is the overall quality of the dispatch operation?		
(3) Is staffing sufficient?	☐ Yes	☐ No
h. Equipment Room		
(1) Is the room being used for storage of anything other than communications equipment?	☐ Yes	☐ No
(2) Is the room clean?	☐ Yes	☐ No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	☐ No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☐ Yes	☐ No
(5) Is electrical equipment protected by an uninterrupted power source?	☐ Yes	☐ No
(6) Is there a procedure in place for testing emergency back-up power sources?	☐ Yes	☐ No
i. Generator Room		
(1) Do you have a generator room?	☐ Yes	☐ No
(2) Is the generator room used for storage?	☐ Yes	☐ No
(3) If used for storage, are items flammable?	☐ Yes	☐ No
(4) Is generator easily accessible?	☐ Yes	☐ No

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
	N/A		

a. Responsibilities		
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☐ Yes	☐ No
(2) Are required notifications made by communications personnel?	☐ Yes	☐ No
(3) If assigned, what is the function of the watch officer?		
(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No
b. Procedures		
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☐ Yes	☐ No
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No

(2) Procedures current, adequate and clear?	☐ Yes	☐ No
(3) Are there established evacuation procedures?	☐ Yes	☐ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☐ Yes	☐ No
(a) Is the reference material current?	☐ Yes	☐ No
(b) Who maintains the library?		
(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☐ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☐ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports?		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	☐ No
(a) Has all training been documented?	☐ Yes	☐ No
(3) Is there an understanding of the CHP incident command function?	☐ Yes	☐ No
(4) Has a priority list for personnel training been established?	☐ Yes	☐ No
(5) Who coordinates the training?		

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
HANFORD	CENTRAL	
EVALUATED BY		DATE
DOUG PUDER #10045		9/25/08

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
☐ Formal Evaluation ☒ Informal Evaluation			
FOLLOW-UP REQUIRED ☐ Yes ☒ No	☐ Correction Report BY	COMMANDER'S REVIEW Doug Puder, LT.	DATE 9/29/08

1. TELEPHONE	EVALUATED 9/25/08 DMP	ACTION REQUIRED NONE	CORRECTED N/A

a. Is the Area's telephone system efficient and effective?	☒ Yes	☐ No
(1) Are telephone locations beneficial to the operation?	☒ Yes	☐ No
(2) Are there a sufficient number of lines?	☒ Yes	☐ No
(3) Has any planning been undertaken to address replacement or upgrading?	☒ Yes	☐ No
b. Is call answering efficient and effective?	☒ Yes	☐ No

(1) Who is responsible for answering calls? FIRST - CLERICAL, SECOND - SPECIAL DUTY, THIRD - SUPERVISORS

(2) Who answers additional incoming calls to ensure prompt public service? SAME ORDER AS ABOVE

(a) How is the need for answering additional incoming calls recognized? EMPLOYEES CAN HEAR THE PHONES RINGING

(3) How are calls handled after business hours? AN AFTER HOURS RECORDING IS PUT INTO USE, EMERGENCY CALLS ARE REFERRED TO FRESNO COMMUNICATIONS CENTER, PRIVATE LINE RINGS THROUGHOUT BUILDING

(a) Do tape recorded messages contain sufficient information to give guidance to the public?	☒ Yes	☐ No
(4) Are callers greeted properly?	☒ Yes	☐ No
c. Are road and weather conditions provided? CAL-TRANS RECORDING	☒ Yes	☐ No
(1) Is the employee who provides road and weather information given up-to-date information?	☒ Yes	☐ No
(a) If a tape-recorded message is issued, is it updated with the most current information available?	☒ Yes	☐ No
(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided?	☒ Yes	☐ No
d. Does the commander require long distance calls to be logged?	☐ Yes	☒ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity?	☒ Yes	☐ No

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

(1) Is use restricted to operational and emergency communications? ☒ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☒ Yes ☐ No

f. Who is assigned telephone calling cards? AREA COMMANDER

(1) Are calls logged? NO CALLS HAVE BEEN MADE ON CALLING CARD ☐ Yes ☒ No

(2) Are telephone billings reviewed for accuracy and potential abuse? ☒ Yes ☐ No

(3) Is use appropriate? ☒ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? OFFICE MANAGER

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☒ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning?

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? LANGUAGE SERVICE CONTRACT ☒ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☒ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☒ Yes ☐ No

(2) Who is authorized to program telephones? OFFICE MANAGER

(a) Has special training been received? SYSTEM OVERVIEW ☒ Yes ☐ No

(3) Are speed dial numbers programmed? ☒ Yes ☐ No

(a) Is the list updated/kept current? ☒ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? WE DON'T RECEIVE THIS. ☐ Yes ☒ No

j. Where are assigned cellular telephones located? IN POSSESSION OF AREA COMMANDER AND TWO SERGEANTS

(1) Does use comply with policy? ☒ Yes ☐ No

(2) How is maintenance and repair handled? THROUGH CENTRAL DIVISION CELL PHONE COORDINATOR IN ADMIN. SERVICES UNIT, PROBLEMS USUALLY RESOLVED AT THIS LEVEL

(3) Are billings reviewed and approved? MONTHLY BY COMMANDER ☒ Yes ☐ No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED 9/29/06 BMP	ACTION REQUIRED NONE	CORRECTED N/A

a. Personnel

(1) Are all MIS equipment operators authorized? ☒ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? OFFICE MANAGER AND OFFICE ASSISTANT

(b) Is there an MIS-trained alternate?	☒ Yes	☐ No
(c) Are supervisors MIS-trained?	☒ Yes	☐ No
(d) Are all operators proficient?	☒ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☒ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☒ Yes	☐ No

(a) If problems have been identified by the audit process, what corrective action has been initiated?

N/A

b. Messages

(1) Is the comm-net system being used to the fullest extent possible?	☒ Yes	☐ No
(2) Are messages formatted properly?	☒ Yes	☐ No
(3) Are all transmitted messages authorized?	☒ Yes	☐ No
(4) How frequently are incoming messages checked? PERIODICALLY - MONDAY THROUGH FRID		
(5) Is distribution and filing of MIS messages efficient?	☒ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours? BLACKBERRY	☒ Yes	☐ No

c. Equipment

(1) Adequate and properly located?	☒ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☒ No
(2) Noise or heat problem?	☐ Yes	☒ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☒ Yes	☐ No
(4) Is there proper security to counter unauthorized use? ACCESS IS PASSWORD PROTECTED	☒ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☒ Yes	☐ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered?	☒ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☒ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☒ Yes	☐ No

(a) How does the error rate compare to Division and statewide average error rates? WE ONLY RECEIVE THE REPORT FOR OUR AREA - UNABLE TO MAKE COMPARISON

3. RADIO - NONDISPATCH OFFICE

EVALUATED	ACTION REQUIRED	CORRECTED
7/25/08 DMP	NONE	N/A

a. Radio Use

(1) Is use of the Area's base station beneficial? BASE STATION RARELY USED	☐ Yes	☒ No

(a) What are some of the uses? NON-EMERGENCY MESSAGES ARE RELAYED TO PATROL OFFICERS. BASE STATION SERVES MAINLY AS AN EMERGENCY BACK-UP COMMUNICATION STATION IN THE EVENT F.C.C. WERE TO GO OFF-LINE.

(2) Is the use appropriate? WHEN USED	☒ Yes	☐ No
(3) Is there any interference with dispatch point operations?	☐ Yes	☒ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input? UNKNOWN	☐ Yes	☐ No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate? HANFORD AREA ONLY	☒ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	☒ Yes	☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	N/A	—	—

a. Supervision		
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	☐ No
(2) Is supervision effective?	☒ Yes	☐ No
(3) Is shift staffing appropriate?	☐ Yes	☐ No
(a) Are PSDs performing routine clerical jobs?	☐ Yes	☐ No
(4) Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	☐ No
(a) Is vacation scheduling adequate?	☐ Yes	☐ No
(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	☐ No
(c) Is there relief for solo PSDs?	☐ Yes	☐ No
(5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	☐ No
(a) Is there any evidence of sick leave abuse by employees?	☐ Yes	☐ No
(b) Is a sick leave tracking system in place?	☐ Yes	☐ No
b. Training		
(1) Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes	☐ No
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes	☐ No
(2) Does the PSDS fully participate in the training process?	☐ Yes	☐ No
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	☐ No
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes	☐ No
(5) Does the Communications Center conduct frequent and ongoing training?	☐ Yes	☐ No
(a) Are agendas and minutes prepared?	☐ Yes	☐ No

c. Equipment		
(1) What is the condition of the radio equipment?		
(a) Need of replacement?	☐ Yes	☐ No
(b) Capabilities sufficient?	☐ Yes	☐ No
(c) Who authorizes repairs?		
(d) Has repair overtime been kept to a minimum?	☐ Yes	☐ No
(e) Are trouble reporting requirements met?	☐ Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	☐ Yes	☐ No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	☐ No
(a) Sufficient space available for reference materials?	☐ Yes	☐ No
(b) Maps current?	☐ Yes	☐ No
(c) Reference material convenient for PSDs?	☐ Yes	☐ No
(d) Is knowledge of reference material apparent?	☐ Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	☐ Yes	☐ No
(a) Is access limited to avoid distractions to PSDs?	☐ Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	☐ Yes	☐ No
(3) Is lighting adequate?	☐ Yes	☐ No
(4) Have background noise-dampening materials been installed?	☐ Yes	☐ No
(5) Is heating and cooling adequate?	☐ Yes	☐ No
(6) Are restrooms located nearby?	☐ Yes	☐ No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	☐ No
(a) Are procedures current and adequate?	☐ Yes	☐ No
f. Records		
(1) Are message logs/radio cards legible?	☐ Yes	☐ No
(a) Are they used properly?	☐ Yes	☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	☐ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	☐ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	☐ No

(5) Does the filing system allow information to be easily retrieved?	☐ Yes	☐ No
(6) Is too much or too little information being logged?	☐ Yes	☑ No
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐ Yes	☐ No
g. Effectiveness		
(1) Are PSDs proficient?	☐ Yes	☐ No
(2) What is the overall quality of the dispatch operation?		
(3) Is staffing sufficient?	☐ Yes	☐ No
h. Equipment Room		
(1) Is the room being used for storage of anything other than communications equipment?	☐ Yes	☐ No
(2) Is the room clean?	☐ Yes	☐ No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	☐ No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☐ Yes	☐ No
(5) Is electrical equipment protected by an uninterrupted power source?	☐ Yes	☐ No
(6) Is there a procedure in place for testing emergency back-up power sources?	☐ Yes	☐ No
i. Generator Room		
(1) Do you have a generator room?	☐ Yes	☐ No
(2) Is the generator room used for storage?	☐ Yes	☐ No
(3) If used for storage, are items flammable?	☐ Yes	☐ No
(4) Is generator easily accessible?	☐ Yes	☐ No

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
	N/A	—	—

a. Responsibilities		
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☑ Yes	☐ No
(2) Are required notifications made by communications personnel?	☐ Yes	☐ No
(3) If assigned, what is the function of the watch officer?		
(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No
b. Procedures		
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☐ Yes	☐ No
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

(2) Procedures current, adequate and clear?	☐ Yes	☐ No
(3) Are there established evacuation procedures?	☐ Yes	☑ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☑ Yes	☐ No
(a) Is the reference material current?	☐ Yes	☐ No
(b) Who maintains the library?		
(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☐ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☐ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports?		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	☐ No
(a) Has all training been documented?	☐ Yes	☐ No
(3) Is there an understanding of the CHP incident command function?	☐ Yes	☐ No
(4) Has a priority list for personnel training been established?	☐ Yes	☐ No
(5) Who coordinates the training?		

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Mariposa	Central	455
EVALUATED BY		DATE
Sergeant Edward Greene, #11281		02/20/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION	SUSPENSE DATE	
☑ Formal Evaluation ☐ Informal Evaluation	03/15/2008	
FOLLOW-UP REQUIRED ☐ Correction Report	COMMANDER'S REVIEW	DATE
☐ Yes ☑ No BY		8-11-08

1. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Is the Area's telephone system efficient and effective?	☑ Yes	☐ No
(1) Are telephone locations beneficial to the operation?	☑ Yes	☐ No
(2) Are there a sufficient number of lines?	☑ Yes	☐ No
(3) Has any planning been undertaken to address replacement or upgrading?	☑ Yes	☐ No
b. Is call answering efficient and effective?	☑ Yes	☐ No

(1) Who is responsible for answering calls? Officer Manager and Office Assistant.

(2) Who answers additional incoming calls to ensure prompt public service? Field Support Officers.

(a) How is the need for answering additional incoming calls recognized? After second ring, the Field Support Officers or a Sergeant will answer the incoming call.

(3) How are calls handled after business hours? The Public telephone line is handled by a tape recorded message. The Confidential telephone line is answered by the on-duty Sergeant.

(a) Do tape recorded messages contain sufficient information to give guidance to the public?	☑ Yes	☐ No
(4) Are callers greeted properly?	☑ Yes	☐ No
c. Are road and weather conditions provided?	☑ Yes	☐ No
(1) Is the employee who provides road and weather information given up-to-date information?	☑ Yes	☐ No
(a) If a tape-recorded message is issued, is it updated with the most current information available?	☐ Yes	☐ No
(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided?	☑ Yes	☐ No
d. Does the commander require long distance calls to be logged?	☐ Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity?	☑ Yes	☐ No

(1) Is use restricted to operational and emergency communications? ☑ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☑ Yes ☐ No

f. Who is assigned telephone calling cards? Nobody.

(1) Are calls logged? ☐ Yes ☐ No

(2) Are telephone billings reviewed for accuracy and potential abuse? ☐ Yes ☑ No

(3) Is use appropriate? ☑ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? Area does not have one.

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☑ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning?

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☐ Yes ☑ No

(2) Who is authorized to program telephones? Office Assistant.

(a) Has special training been received? ☐ Yes ☑ No

(3) Are speed dial numbers programmed? ☐ Yes ☑ No

(a) Is the list updated/kept current? ☐ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☑ Yes ☐ No

j. Where are assigned cellular telephones located? Commander and two Sergeants.

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? Telecommunications Section.

(3) Are billings reviewed and approved? ☑ Yes ☐ No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? Officer Manager and Office Assistant.

(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☑ Yes	☐ No
(d) Are all operators proficient?	☑ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No
(a) If problems have been identified by the audit process, what corrective action has been initiated?	No problems.	

b. Messages

(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked?	Hourly	
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☑ Yes	☐ No

c. Equipment

(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☐ Yes	☑ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☑ Yes	☐ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No
(a) How does the error rate compare to Division and statewide average error rates?	Better than Division and the statewide average.	

3. RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Radio Use

(1) Is use of the Area's base station beneficial?	☑ Yes	☐ No

(a) What are some of the uses? Dispatch center is too busy to answer the telephone. Quicker to contact an officer.

Officer is in a close proximity to the Area office to respond back to speak with a Sergeant.

(2) Is the use appropriate?	☑ Yes	☐ No
(3) Is there any interference with dispatch point operations?	☐ Yes	☑ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☑ Yes	☐ No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate?	☑ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	☑ Yes	☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED	
a. Supervision				
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?			☐ Yes	☐ No
(2) Is supervision effective?			☐ Yes	☐ No
(3) Is shift staffing appropriate?			☐ Yes	☐ No
(a) Are PSDs performing routine clerical jobs?			☐ Yes	☐ No
(4) Does scheduling for PSDs provide for individual as well as operational needs?			☐ Yes	☐ No
(a) Is vacation scheduling adequate?			☐ Yes	☐ No
(b) Are lunch and rest breaks appropriately arranged?			☐ Yes	☐ No
(c) Is there relief for solo PSDs?			☐ Yes	☐ No
(5) Are leave credits (including use of sick leave) managed properly?			☐ Yes	☐ No
(a) Is there any evidence of sick leave abuse by employees?			☐ Yes	☐ No
(b) Is a sick leave tracking system in place?			☐ Yes	☐ No
b. Training				
(1) Are new PSDs assigned training with a certified Communications Training Specialist?			☐ Yes	☐ No
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?			☐ Yes	☐ No
(2) Does the PSDS fully participate in the training process?			☐ Yes	☐ No
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?			☐ Yes	☐ No
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?			☐ Yes	☐ No
(5) Does the Communications Center conduct frequent and ongoing training?			☐ Yes	☐ No
(a) Are agendas and minutes prepared?			☐ Yes	☐ No

c. Equipment

(1) What is the condition of the radio equipment?

(a) Need of replacement? ☐ Yes ☐ No

(b) Capabilities sufficient? ☐ Yes ☐ No

(c) Who authorizes repairs?

(d) Has repair overtime been kept to a minimum? ☐ Yes ☐ No

(e) Are trouble reporting requirements met? ☐ Yes ☐ No

(2) Are personnel aware of the full capability of the radio equipment? ☐ Yes ☐ No

d. Communications Center

(1) Furniture and equipment arranged for efficiency and coordination among employees? ☐ Yes ☐ No

(a) Sufficient space available for reference materials? ☐ Yes ☐ No

(b) Maps current? ☐ Yes ☐ No

(c) Reference material convenient for PSDs? ☐ Yes ☐ No

(d) Is knowledge of reference material apparent? ☐ Yes ☐ No

(2) Is the appearance of the Communications Center businesslike? ☐ Yes ☐ No

(a) Is access limited to avoid distractions to PSDs? ☐ Yes ☐ No

(b) Does each PSD have a location for storage of personnel items? ☐ Yes ☐ No

(3) Is lighting adequate? ☐ Yes ☐ No

(4) Have background noise-dampening materials been installed? ☐ Yes ☐ No

(5) Is heating and cooling adequate? ☐ Yes ☐ No

(6) Are restrooms located nearby? ☐ Yes ☐ No

e. Procedures

(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)? ☐ Yes ☐ No

(a) Are procedures current and adequate? ☐ Yes ☐ No

f. Records

(1) Are message logs/radio cards legible? ☐ Yes ☐ No

(a) Are they used properly? ☐ Yes ☐ No

(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete? ☐ Yes ☐ No

(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes? ☐ Yes ☐ No

(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention? ☐ Yes ☐ No

(5) Does the filing system allow information to be easily retrieved?	☐ Yes	☐ No	
(6) Is too much or too little information being logged?	☐ Yes	☐ No	
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐ Yes	☐ No	
g. Effectiveness			
(1) Are PSDs proficient?	☐ Yes	☐ No	
(2) What is the overall quality of the dispatch operation?			
(3) Is staffing sufficient?	☐ Yes	☐ No	
h. Equipment Room			
(1) Is the room being used for storage of anything other than communications equipment?	☐ Yes	☐ No	
(2) Is the room clean?	☐ Yes	☐ No	
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	☐ No	
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☐ Yes	☐ No	
(5) Is electrical equipment protected by an uninterrupted power source?	☐ Yes	☐ No	
(6) Is there a procedure in place for testing emergency back-up power sources?	☐ Yes	☐ No	
i. Generator Room			
(1) Do you have a generator room?	☐ Yes	☐ No	
(2) Is the generator room used for storage?	☐ Yes	☐ No	
(3) If used for storage, are items flammable?	☐ Yes	☐ No	
(4) Is generator easily accessible?	☐ Yes	☐ No	

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
a. Responsibilities			
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☐ Yes	☐ No	
(2) Are required notifications made by communications personnel?	☐ Yes	☐ No	
(3) If assigned, what is the function of the watch officer?			
(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No	
b. Procedures			
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☐ Yes	☐ No	
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No	

(2) Procedures current, adequate and clear?	☐ Yes	☐ No
(3) Are there established evacuation procedures?	☐ Yes	☐ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☐ Yes	☐ No
(a) Is the reference material current?	☐ Yes	☐ No
(b) Who maintains the library?		
(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☐ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☐ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports?		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	☐ No
(a) Has all training been documented?	☐ Yes	☐ No
(3) Is there an understanding of the CHP incident command function?	☐ Yes	☐ No
(4) Has a priority list for personnel training been established?	☐ Yes	☐ No
(5) Who coordinates the training?		

1. **TELEPHONE**: c. (1)(a), f. (1), g. (2), i. (3)(a); all are 'Not Applicable.' 1. f.(2); Billing does not come to Area. 1.(2)(a); Area is in contact with Telecommunications Section for training. 1.j.(3); Monthly by Commander.

3. **RADIO - NONDISPATCH OFFICE.** 3b(1): Due to high terrain, it works within the local area. 4. **DISPATCH CENTER:** 'N/A.'

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION – CW 14

COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Merced	Central	460
EVALUATED BY		DATE
J. Hoffmann, PSDS!		09/09/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
☐ Formal Evaluation ☑ Informal Evaluation			
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	DATE
☐ Yes ☐ No	BY _____	SR2	10/10/08

1. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Is the Area's telephone system efficient and effective?	☑ Yes	☐ No
(1) Are telephone locations beneficial to the operation?	☑ Yes	☐ No
(2) Are there a sufficient number of lines?	☑ Yes	☐ No
(3) Has any planning been undertaken to address replacement or upgrading?	☐ Yes	☑ No
b. Is call answering efficient and effective?	☑ Yes	☐ No

(1) Who is responsible for answering calls? Clerical staff, watch officer(s) and dispatch personnel.

(2) Who answers additional incoming calls to ensure prompt public service? Clerical staff, watch officer(s) and dispatch personnel.

(a) How is the need for answering additional incoming calls recognized?

Phones in the clerical section have audible tones and blinking LED indicators.

Phones in the dispatch center are equipped with the Vesta system which has a colored display that shows calls in queue.

(3) How are calls handled after business hours?

Business office calls are routed to a recording which provides information. Calls are answered in dispatch 24 hours a day.

(a) Do tape recorded messages contain sufficient information to give guidance to the public?	☑ Yes	☐ No
(4) Are callers greeted properly?	☑ Yes	☐ No
c. Are road and weather conditions provided?	☑ Yes	☐ No
(1) Is the employee who provides road and weather information given up-to-date information?	☑ Yes	☐ No
(a) If a tape-recorded message is issued, is it updated with the most current information available?	☑ Yes	☐ No
(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided?	☑ Yes	☐ No
d. Does the commander require long distance calls to be logged?	☐ Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity?	☑ Yes	☐ No

(1) Is use restricted to operational and emergency communications? ☑ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☑ Yes ☐ No

f. Who is assigned telephone calling cards?

Calling cards are no longer issued to employees.

(1) Are calls logged? ☐ Yes ☑ No

(2) Are telephone billings reviewed for accuracy and potential abuse? ☐ Yes ☑ No

(3) Is use appropriate? ☑ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? Dispatch personnel.

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☑ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning? 09/04/2008

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones? Supervisory staff, Telecomm personnel and Verizon technicians.

(a) Has special training been received? ☑ Yes ☐ No

(3) Are speed dial numbers programmed? ☑ Yes ☐ No

(a) Is the list updated/kept current? ☑ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☑ Yes ☐ No

j. Where are assigned cellular telephones located? Captain, Lieutenant and Sergeants' patrol vehicles.

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? Communications Center Services Section (CCSS) is contacted when needed.

(3) Are billings reviewed and approved? ☑ Yes ☐ No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry?

Clerical staff are responsible for MIS entries. Dispatch staff handles CLETS entries.

(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☑ Yes	☐ No
(d) Are all operators proficient?	☑ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No

(a) If problems have been identified by the audit process, what corrective action has been initiated?

Required corrections were made immediately; review of policy and training was done with the responsible employees.

b. Messages

(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked? Continuously.		
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☑ Yes	☐ No

c. Equipment

(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☐ Yes	☑ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☑ Yes	☐ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No

(a) How does the error rate compare to Division and statewide average error rates?

No concerns have been presented by Division or HQ regarding our error rate.

3. RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	No		

a. Radio Use N/A base station in Merced area.

(1) Is use of the Area's base station beneficial? ☐ Yes ☐ No

Not applicable

(a) What are some of the uses? Not applicable.

(2) Is the use appropriate? ☐ Yes ☐ No

(3) Is there any interference with dispatch point operations? ☐ Yes ☐ No

(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input? ☐ Yes ☐ No

b. Efficiency

(1) Range of transmitter and quality of reception adequate? ☐ Yes ☐ No

(2) Consolette in a location for effective monitoring and use? ☐ Yes ☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	X	X	

a. Supervision

(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)? ☑ Yes ☐ No

(2) Is supervision effective? ☑ Yes ☐ No

(3) Is shift staffing appropriate? ☐ Yes ☑ No

(a) Are PSDs performing routine clerical jobs? ☐ Yes ☑ No

(4) Does scheduling for PSDs provide for individual as well as operational needs? ☑ Yes ☐ No

(a) Is vacation scheduling adequate? ☑ Yes ☐ No

(b) Are lunch and rest breaks appropriately arranged? ☑ Yes ☐ No

(c) Is there relief for solo PSDs? We do not have sdo PSDs ☐ Yes ☐ No

(5) Are leave credits (including use of sick leave) managed properly? ☑ Yes ☐ No

(a) Is there any evidence of sick leave abuse by employees? ☑ Yes ☐ No

(b) Is a sick leave tracking system in place? ☑ Yes ☐ No

b. Training

(1) Are new PSDs assigned training with a certified Communications Training Specialist? ☑ Yes ☐ No

(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs? ☑ Yes ☐ No

(2) Does the PSDS fully participate in the training process? ☑ Yes ☐ No

(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate? ☑ Yes ☐ No

(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training? ☑ Yes ☐ No

(5) Does the Communications Center conduct frequent and ongoing training? ☑ Yes ☐ No

(a) Are agendas and minutes prepared? ☑ Yes ☐ No

c. Equipment		
(1) What is the condition of the radio equipment?		
In good working order.		
(a) Need of replacement?	☐ Yes	☑ No
(b) Capabilities sufficient?	☐ Yes	☑ No
(c) Who authorizes repairs?		
Communications and field supervisors; management.		
(d) Has repair overtime been kept to a minimum?	☑ Yes	☐ No
(e) Are trouble reporting requirements met?	☑ Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	☑ Yes	☐ No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☑ Yes	☐ No
(a) Sufficient space available for reference materials?	☑ Yes	☐ No
(b) Maps current?	☑ Yes	☐ No
(c) Reference material convenient for PSDs?	☑ Yes	☐ No
(d) Is knowledge of reference material apparent?	☑ Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	☑ Yes	☐ No
(a) Is access limited to avoid distractions to PSDs?	☑ Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	☑ Yes	☐ No
(3) Is lighting adequate?	☑ Yes	☐ No
(4) Have background noise-dampening materials been installed?	☑ Yes	☐ No
(5) Is heating and cooling adequate?	☑ Yes	☐ No
(6) Are restrooms located nearby?	☑ Yes	☐ No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☑ Yes	☐ No
(a) Are procedures current and adequate?	☑ Yes	☐ No
f. Records		
(1) Are message logs/radio cards legible?	☑ Yes	☐ No
(a) Are they used properly?	☑ Yes	☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☑ Yes	☐ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☑ Yes	☐ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☑ Yes	☐ No

(5) Does the filing system allow information to be easily retrieved?	☑ Yes	☐ No
(6) Is too much or too little information being logged?	☐ Yes	☑ No
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☑ Yes	☐ No
g. Effectiveness		
(1) Are PSDs proficient?	☑ Yes	☐ No
(2) What is the overall quality of the dispatch operation? Outstanding.		
(3) Is staffing sufficient?	☑ Yes	☐ No
h. Equipment Room		
(1) Is the room being used for storage of anything other than communications equipment?	☐ Yes	☑ No
(2) Is the room clean?	☑ Yes	☐ No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☑ Yes	☐ No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☑ Yes	☐ No
(5) Is electrical equipment protected by an uninterrupted power source?	☑ Yes	☐ No
(6) Is there a procedure in place for testing emergency back-up power sources?	☑ Yes	☐ No
i. Generator Room		
(1) Do you have a generator room?	☑ Yes	☐ No
(2) Is the generator room used for storage?	☐ Yes	☑ No
(3) If used for storage, are items flammable?	☐ Yes	☑ No
(4) Is generator easily accessible?	☑ Yes	☐ No

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
	X		

a. Responsibilities		
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☑ Yes	☐ No
(2) Are required notifications made by communications personnel?	☑ Yes	☐ No
(3) If assigned, what is the function of the watch officer? N/A. The watch officer is not assigned to the communications center.		
(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☑ Yes	☐ No
b. Procedures		
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☑ Yes	☐ No
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☑ Yes	☐ No

(2) Procedures current, adequate and clear?	☑ Yes	☐ No
(3) Are there established evacuation procedures?	☑ Yes	☐ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☑ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☑ Yes	☐ No
(a) Is the reference material current?	☑ Yes	☐ No
(b) Who maintains the library? Communications supervisors.		
(c) Do communications personnel know how to obtain reference material?	☑ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☑ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☑ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☑ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☑ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☑ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☑ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
All communications center personnel.		
(3) Do Communications Center personnel provide input for post-incident critiques?	☑ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports?		
Supervisors / Management		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☑ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☑ Yes	☐ No
(a) Has all training been documented?	☐ Yes	☑ No
(3) Is there an understanding of the CHP incident command function?	☑ Yes	☐ No
(4) Has a priority list for personnel training been established?	☑ Yes	☐ No
(5) Who coordinates the training? Communication supervisors, Central Division training coordinator and Academy staff.		

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION SUPPLEMENT

CHP 454 (Rev. 5-06) OPI 009

SUBJECT: Communications Systems Evaluation DATE: 09/09/2008

SECTIONS	COMMENTS
4. RADIO - DISPATCH OFFICE	
Section (a)(3), page 4	Due to an increased workload, the communication center minimum staffing formula needs to be changed. However, due to staffing shortages, these changes have not been possible. Currently Merced Communications Center has 3 trainees in one-on-one training and seven vacant positions. As trainees complete their training and are released to work independently, minimum priorities will be raised. Action item: Continue active recruitment, hiring and training to fill all vacant positions. (on-going)
Section (a)(5), page 4	Employee sick leave usage is continually monitored. Possible sick leave abuse patterns are monitored and corrective action is taken as necessary.
Section (c)(1)(b), page 5	Merced Communications Center runs two main radio frequencies, the Yellow and the Orange. As has been previously documented, both radios are considered "overwhelmed" by DGS standards. The radios have been slated to be split into four frequencies in 2009. Action item: Continue to monitor the status of the Orange and Yellow radio split project.
5. RADIO DISPATCH - EMERGENCY INCIDENT OPS.	
Section (f)(2)(a), page 7	Special certifications, POST classes, and in-service training have, in the past, not been documented on the dispatcher's CHP270, Service Record. Training records need to be kept current and maintained. Action item: CHP270 training records shall be reviewed during each employee's annual evaluation and shall be updated as needed.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Los Banos	Central	461
EVALUATED BY		DATE
M. Hagerman		10/29/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION
☐ Formal Evaluation ☑ Informal Evaluation

FOLLOW-UP REQUIRED ☐ Correction Report
☐ Yes ☑ No BY

SUSPENSE DATE: 10/31/2008

COMMANDER'S REVIEW: WBH DATE: 10/30/08

1. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	

a. Is the Area's telephone system efficient and effective? ☑ Yes ☐ No

(1) Are telephone locations beneficial to the operation? ☑ Yes ☐ No

(2) Are there a sufficient number of lines? ☑ Yes ☐ No

(3) Has any planning been undertaken to address replacement or upgrading? UPGRADED JUNE 2008 ☐ Yes ☑ No

b. Is call answering efficient and effective? ☑ Yes ☐ No

(1) Who is responsible for answering calls? Primary - Office Assistant, M. McDonald; Secondary - OSS I, J. Briozo

(2) Who answers additional incoming calls to ensure prompt public service? All available Area uniform personnel.

(a) How is the need for answering additional incoming calls recognized? Incoming calls are answered on the third ring by available personnel at the office.

(3) How are calls handled after business hours? Incoming calls to the public telephone number are answered by a recorded public service message directing callers to additional available resources. Incoming calls to the confidential telephone number are answered by any available personnel in the Area office at the time of the call.

(a) Do tape recorded messages contain sufficient information to give guidance to the public? ☑ Yes ☐ No

(4) Are callers greeted properly? ☑ Yes ☐ No

c. Are road and weather conditions provided? ☑ Yes ☐ No

(1) Is the employee who provides road and weather information given up-to-date information? ☑ Yes ☐ No

(a) If a tape-recorded message is issued, is it updated with the most current information available? ☑ Yes ☐ No

(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided? ☑ Yes ☐ No

d. Does the commander require long distance calls to be logged? ☐ Yes ☑ No

e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity? N/A ☐ Yes ☐ No

(1) Is use restricted to operational and emergency communications? N/A ☐ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? N/A ☐ Yes ☐ No

f. Who is assigned telephone calling cards? N/A - none issued

(1) Are calls logged? N/A ☐ Yes ☐ No

(2) Are telephone billings reviewed for accuracy and potential abuse? N/A ☐ Yes ☐ No

(3) Is use appropriate? N/A ☐ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? Office Assistant, OSS I, and Watch Officer

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☑ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning? October 2008

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones? Office Assistant

(a) Has special training been received? ☑ Yes ☐ No

(3) Are speed dial numbers programmed? ☑ Yes ☐ No

(a) Is the list updated/kept current? ☑ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☑ Yes ☐ No

j. Where are assigned cellular telephones located? Area Commander, Pubilc Information Officer, and one cellular telephone is shared by the three Area sergeants.

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? Area Public Information Officer M. Panelli handles all repair and maintenance of the cellular telephones.

(3) Are billings reviewed and approved? ☑ Yes ☐ No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? Office Assistant, M. MacDonald

(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☑ Yes	☐ No
(d) Are all operators proficient?	☑ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No
(a) If problems have been identified by the audit process, what corrective action has been initiated?	N/A - no problems identified for correction.	

b. Messages

(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked?	Daily	
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☑ Yes	☐ No

c. Equipment

(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☑ Yes	☐ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☑ Yes	☐ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No
(a) How does the error rate compare to Division and statewide average error rates?	The Area error rate is within the same margin of error when compared to Division and statewide averages.	

3. RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	

a. Radio Use

(1) Is use of the Area's base station beneficial?	☑ Yes	☐ No

(a) What are some of the uses? To contact field personnel for various details and/or service calls, hazard information updates, tactical deployment information, weather updates, etc.

(2) Is the use appropriate?	☑ Yes	☐ No
(3) Is there any interference with dispatch point operations?	☐ Yes	☑ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☑ Yes	☐ No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate?	☑ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	☑ Yes	☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	No		

a. Supervision		
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	☐ No
(2) Is supervision effective?	☐ Yes	☐ No
(3) Is shift staffing appropriate?	☐ Yes	☐ No
(a) Are PSDs performing routine clerical jobs?	☐ Yes	☐ No
(4) Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	☐ No
(a) Is vacation scheduling adequate?	☐ Yes	☐ No
(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	☐ No
(c) Is there relief for solo PSDs?	☐ Yes	☐ No
(5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	☐ No
(a) Is there any evidence of sick leave abuse by employees?	☐ Yes	☐ No
(b) Is a sick leave tracking system in place?	☐ Yes	☐ No
b. Training		
(1) Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes	☐ No
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes	☐ No
(2) Does the PSDS fully participate in the training process?	☐ Yes	☐ No
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	☐ No
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes	☐ No
(5) Does the Communications Center conduct frequent and ongoing training?	☐ Yes	☐ No
(a) Are agendas and minutes prepared?	☐ Yes	☐ No

c. Equipment

(1) What is the condition of the radio equipment?

(a) Need of replacement? ☐ Yes ☐ No

(b) Capabilities sufficient? ☐ Yes ☐ No

(c) Who authorizes repairs?

(d) Has repair overtime been kept to a minimum? ☐ Yes ☐ No

(e) Are trouble reporting requirements met? ☐ Yes ☐ No

(2) Are personnel aware of the full capability of the radio equipment? ☐ Yes ☐ No

d. Communications Center

(1) Furniture and equipment arranged for efficiency and coordination among employees? ☐ Yes ☐ No

(a) Sufficient space available for reference materials? ☐ Yes ☐ No

(b) Maps current? ☐ Yes ☐ No

(c) Reference material convenient for PSDs? ☐ Yes ☐ No

(d) Is knowledge of reference material apparent? ☐ Yes ☐ No

(2) Is the appearance of the Communications Center businesslike? ☐ Yes ☐ No

(a) Is access limited to avoid distractions to PSDs? ☐ Yes ☐ No

(b) Does each PSD have a location for storage of personnel items? ☐ Yes ☐ No

(3) Is lighting adequate? ☐ Yes ☐ No

(4) Have background noise-dampening materials been installed? ☐ Yes ☐ No

(5) Is heating and cooling adequate? ☐ Yes ☐ No

(6) Are restrooms located nearby? ☐ Yes ☐ No

e. Procedures

(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)? ☐ Yes ☐ No

(a) Are procedures current and adequate? ☐ Yes ☐ No

f. Records

(1) Are message logs/radio cards legible? ☐ Yes ☐ No

(a) Are they used properly? ☐ Yes ☐ No

(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete? ☐ Yes ☐ No

(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes? ☐ Yes ☐ No

(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention? ☐ Yes ☐ No

(5) Does the filing system allow information to be easily retrieved?	☐ Yes	☐ No
(6) Is too much or too little information being logged?	☐ Yes	☐ No
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐ Yes	☐ No
g. Effectiveness		
(1) Are PSDs proficient?	☐ Yes	☐ No
(2) What is the overall quality of the dispatch operation?		
(3) Is staffing sufficient?	☐ Yes	☐ No
h. Equipment Room		
(1) Is the room being used for storage of anything other than communications equipment?	☐ Yes	☐ No
(2) Is the room clean?	☐ Yes	☐ No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	☐ No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☐ Yes	☐ No
(5) Is electrical equipment protected by an uninterrupted power source?	☐ Yes	☐ No
(6) Is there a procedure in place for testing emergency back-up power sources?	☐ Yes	☐ No
i. Generator Room		
(1) Do you have a generator room?	☐ Yes	☐ No
(2) Is the generator room used for storage?	☐ Yes	☐ No
(3) If used for storage, are items flammable?	☐ Yes	☐ No
(4) Is generator easily accessible?	☐ Yes	☐ No

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
	No		

a. Responsibilities		
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☐ Yes	☐ No
(2) Are required notifications made by communications personnel?	☐ Yes	☐ No
(3) If assigned, what is the function of the watch officer?		
(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No
b. Procedures		
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☐ Yes	☐ No
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Modesto	Central	465-08-005
EVALUATED BY		DATE
C. R. Mahnke, Jr.		12/11/2008

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this orm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer ndividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This orm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	
☐ Formal Evaluation ☑ Informal Evaluation			
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	DATE
☐ Yes ☑ No	BY		12.19.08

. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	12/11/2008		

a. Is the Area's telephone system efficient and effective?	☑ Yes	☐ No
(1) Are telephone locations beneficial to the operation?	☑ Yes	☐ No
(2) Are there a sufficient number of lines?	☑ Yes	☐ No
(3) Has any planning been undertaken to address replacement or upgrading?	☐ Yes	☑ No
b. Is call answering efficient and effective?	☑ Yes	☐ No

(1) Who is responsible for answering calls? Administrative support staff assigned to the reception desk.

(2) Who answers additional incoming calls to ensure prompt public service? Administrative support staff assigned to the main office.

(a) How is the need for answering additional incoming calls recognized? If the call rolls over to the main office, staff located there will answer.

(3) How are calls handled after business hours? The recorded answering system provides appropriate referral information.

(a) Do tape recorded messages contain sufficient information to give guidance to the public?	☑ Yes	☐ No
(4) Are callers greeted properly?	☑ Yes	☐ No
c. Are road and weather conditions provided?	☐ Yes	☑ No
(1) Is the employee who provides road and weather information given up-to-date information?	☐ Yes	☑ No
(a) If a tape-recorded message is issued, is it updated with the most current information available?	☐ Yes	☐ No
(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided?	☑ Yes	☐ No
d. Does the commander require long distance calls to be logged?	☐ Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity? N/A	☐ Yes	☐ No

(1) Is use restricted to operational and emergency communications? ☐ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? ☐ Yes ☐ No

f. Who is assigned telephone calling cards? Area managers.

(1) Are calls logged? ☐ Yes ☑ No

(2) Are telephone billings reviewed for accuracy and potential abuse? ☐ Yes ☑ No

(3) Is use appropriate? ☑ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? All administrative support staff with assistance from the TDD operator. The Modesto Area does not posses TDD equipment.

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? ☑ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning? N/A

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones? Administrative sergeant.

(a) Has special training been received? ☐ Yes ☑ No

(3) Are speed dial numbers programmed? ☑ Yes ☐ No

(a) Is the list updated/kept current? ☑ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? ☐ Yes ☑ No

j. Where are assigned cellular telephones located? A departmental cellular telephone is assigned to the Area commander, the field sergeants' patrol vehicle, and to the Public Information Officer.

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? On an as needed basis by the Telecommunications Section.

(3) Are billings reviewed and approved? ☐ Yes ☑ No

MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	12-11-08		

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? The administrative support staff assigned to citation and traffic collision report data entry.

(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☑ Yes	☐ No
(d) Are all operators proficient?	☑ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No
(a) If problems have been identified by the audit process, what corrective action has been initiated?	N/A	

b. Messages

(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked?	Daily.	
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☑ Yes	☐ No

c. Equipment

(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☐ Yes	☑ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☑ Yes	☐ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No
(a) How does the error rate compare to Division and statewide average error rates?	Error rate data for Division and the statewide average is no longer provided to the Modesto Area for comparison.	

RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	12/11/2008		

a. Radio Use

(1) Is use of the Area's base station beneficial?	☑ Yes	☐ No

(a) What are some of the uses?	Area to field unit communication of specific instructions or requests .			
(2) Is the use appropriate?			☑ Yes	☐ No
(3) Is there any interference with dispatch point operations?			☐ Yes	☑ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?			☑ Yes	☐ No
b. Efficiency				
(1) Range of transmitter and quality of reception adequate?			☑ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?			☑ Yes	☐ No
. RADIO - DISPATCH OFFICE	EVALUATED N/A	ACTION REQUIRED	CORRECTED	
a. Supervision				
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?			☐ Yes	☐ No
(2) Is supervision effective?			☐ Yes	☐ No
(3) Is shift staffing appropriate?			☐ Yes	☐ No
(a) Are PSDs performing routine clerical jobs?			☐ Yes	☐ No
(4) Does scheduling for PSDs provide for individual as well as operational needs?			☐ Yes	☐ No
(a) Is vacation scheduling adequate?			☐ Yes	☐ No
(b) Are lunch and rest breaks appropriately arranged?			☐ Yes	☐ No
(c) Is there relief for solo PSDs?			☐ Yes	☐ No
(5) Are leave credits (including use of sick leave) managed properly?			☐ Yes	☐ No
(a) Is there any evidence of sick leave abuse by employees?			☐ Yes	☐ No
(b) Is a sick leave tracking system in place?			☐ Yes	☐ No
b. Training				
(1) Are new PSDs assigned training with a certified Communications Training Specialist?			☐ Yes	☐ No
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?			☐ Yes	☐ No
(2) Does the PSDS fully participate in the training process?			☐ Yes	☐ No
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?			☐ Yes	☐ No
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?			☐ Yes	☐ No
(5) Does the Communications Center conduct frequent and ongoing training?			☐ Yes	☐ No
(a) Are agendas and minutes prepared?			☐ Yes	☐ No

c. Equipment		
(1) What is the condition of the radio equipment?		
(a) Need of replacement?	☐ Yes	☐ No
(b) Capabilities sufficient?	☐ Yes	☐ No
(c) Who authorizes repairs?		
(d) Has repair overtime been kept to a minimum?	☐ Yes	☐ No
(e) Are trouble reporting requirements met?	☐ Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	☐ Yes	☐ No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	☐ No
(a) Sufficient space available for reference materials?	☐ Yes	☐ No
(b) Maps current?	☐ Yes	☐ No
(c) Reference material convenient for PSDs?	☐ Yes	☐ No
(d) Is knowledge of reference material apparent?	☐ Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	☐ Yes	☐ No
(a) Is access limited to avoid distractions to PSDs?	☐ Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	☐ Yes	☐ No
(3) Is lighting adequate?	☐ Yes	☐ No
(4) Have background noise-dampening materials been installed?	☐ Yes	☐ No
(5) Is heating and cooling adequate?	☐ Yes	☐ No
(6) Are restrooms located nearby?	☐ Yes	☐ No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	☐ No
(a) Are procedures current and adequate?	☐ Yes	☐ No
f. Records		
(1) Are message logs/radio cards legible?	☐ Yes	☐ No
(a) Are they used properly?	☐ Yes	☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	☐ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	☐ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	☐ No

(5) Does the filing system allow information to be easily retrieved?	☐ Yes	☐ No	
(6) Is too much or too little information being logged?	☐ Yes	☐ No	
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐ Yes	☐ No	
g. Effectiveness			
(1) Are PSDs proficient?	☐ Yes	☐ No	
(2) What is the overall quality of the dispatch operation?			
(3) Is staffing sufficient?	☐ Yes	☐ No	
h. Equipment Room			
(1) Is the room being used for storage of anything other than communications equipment?	☐ Yes	☐ No	
(2) Is the room clean?	☐ Yes	☐ No	
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	☐ No	
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☐ Yes	☐ No	
(5) Is electrical equipment protected by an uninterrupted power source?	☐ Yes	☐ No	
(6) Is there a procedure in place for testing emergency back-up power sources?	☐ Yes	☐ No	
i. Generator Room			
(1) Do you have a generator room?	☐ Yes	☐ No	
(2) Is the generator room used for storage?	☐ Yes	☐ No	
(3) If used for storage, are items flammable?	☐ Yes	☐ No	
(4) Is generator easily accessible?	☐ Yes	☐ No	

. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED
	N/A		

a. Responsibilities		
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☐ Yes	☐ No
(2) Are required notifications made by communications personnel?	☐ Yes	☐ No
(3) If assigned, what is the function of the watch officer?		
(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No
b. Procedures		
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☐ Yes	☐ No
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No

(2) Procedures current, adequate and clear?	☐ Yes	☐ No
(3) Are there established evacuation procedures?	☐ Yes	☐ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☐ Yes	☐ No
(a) Is the reference material current?	☐ Yes	☐ No
(b) Who maintains the library?		
(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☐ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☐ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports?		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	☐ No
(a) Has all training been documented?	☐ Yes	☐ No
(3) Is there an understanding of the CHP incident command function?	☐ Yes	☐ No
(4) Has a priority list for personnel training been established?	☐ Yes	☐ No
(5) Who coordinates the training?		

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION SUPPLEMENT

CHP 454 (Rev. 5-06) OPI 009

SUBJECT: Communications Systems DATE: 12/11/2008

SECTIONS	COMMENTS
1. Telephone	c. Call takers refer callers to the Caltrans Highway Information Network to insure they receive the most up to date weather and roadway information.
	f. The Modesto Area no longer receives billing or usage information for either the cellular or land line telephone accounts.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Visalia	Central	480
EVALUATED BY		DATE
Sgt. J. A. Rhea		09/24/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION	SUSPENSE DATE	
☐ Formal Evaluation ☑ Informal Evaluation		
FOLLOW-UP REQUIRED ☐ Correction Report	COMMANDER'S REVIEW	DATE
☐ Yes ☑ No BY _____		9-30-08

1. TELEPHONE	EVALUATED	ACTION REQUIRED	CORRECTED
	9/24/08	NONE	

a. Is the Area's telephone system efficient and effective?	☑ Yes	☐ No
(1) Are telephone locations beneficial to the operation?	☑ Yes	☐ No
(2) Are there a sufficient number of lines?	☑ Yes	☐ No
(3) Has any planning been undertaken to address replacement or upgrading?	☑ Yes	☐ No
b. Is call answering efficient and effective?	☑ Yes	☐ No

(1) Who is responsible for answering calls? Clerical staff during normal working hours.

(2) Who answers additional incoming calls to ensure prompt public service? Special Duty officers.

(a) How is the need for answering additional incoming calls recognized? Telephones ring throughout the office and the incoming line flashes.

(3) How are calls handled after business hours? On-duty supervisor answers calls. If a supervisor is not available, any officer available will answer the phone.

(a) Do tape recorded messages contain sufficient information to give guidance to the public?	☑ Yes	☐ No
(4) Are callers greeted properly?	☑ Yes	☐ No
c. Are road and weather conditions provided?	☑ Yes	☐ No
(1) Is the employee who provides road and weather information given up-to-date information?	☑ Yes	☐ No
(a) If a tape-recorded message is issued, is it updated with the most current information available?	☑ Yes	☐ No
(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and weather bureau telephone number, provided?	☑ Yes	☐ No
d. Does the commander require long distance calls to be logged?	☐ Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity? N/A	☐ Yes	☐ No

(1) Is use restricted to operational and emergency communications? N/A ☐ Yes ☐ No

(2) Are ODT directories made available to those with an ODT line? N/A ☐ Yes ☐ No

f. Who is assigned telephone calling cards? No one

(1) Are calls logged? N/A ☐ Yes ☑ No

(2) Are telephone billings reviewed for accuracy and potential abuse? N/A ☑ Yes ☐ No

(3) Is use appropriate? N/A ☑ Yes ☐ No

g. Who answers calls on Telecommunications Device for the Deaf (TDD)? No system in office

(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? N/A ☐ Yes ☐ No

(2) When was the last time the TDD was tested to ensure proper functioning? N/A

h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? ☑ Yes ☐ No

i. Are personnel familiar with the telephone system and related equipment? ☑ Yes ☐ No

(1) Can programmed functions and features be used efficiently? ☑ Yes ☐ No

(2) Who is authorized to program telephones? OA Sharon Huitt, #A11557

(a) Has special training been received? ☑ Yes ☐ No

(3) Are speed dial numbers programmed? ☑ Yes ☐ No

(a) Is the list updated/kept current? ☑ Yes ☐ No

(4) Telephone management informational statistical reports reviewed and filed? N/A ☐ Yes ☐ No

j. Where are assigned cellular telephones located? Commander, Lieutenant, Sergeant's office, PAO.

(1) Does use comply with policy? ☑ Yes ☐ No

(2) How is maintenance and repair handled? Repair request is made through Telecom Section at HQ. Telecom prepares contract if required.

(3) Are billings reviewed and approved? ☑ Yes ☐ No

2. MANAGEMENT INFORMATION SYSTEM (MIS)	EVALUATED	ACTION REQUIRED	CORRECTED
	09/25/2008	NONE	

a. Personnel

(1) Are all MIS equipment operators authorized? ☑ Yes ☐ No

(a) What specific employee(s) is held accountable for data entry? OSSI Paula McSheehey, #A06614, OA Sharon Huitt, #A11557, OA Lee Ann Paden, #A22340, OA Pamela Faria, #A14257, OA Lidia Sisson, #A11219

(b) Is there an MIS-trained alternate?	☑ Yes	☐ No
(c) Are supervisors MIS-trained?	☐ Yes	☑ No
(d) Are all operators proficient?	☑ Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	☐ No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No
(a) If problems have been identified by the audit process, what corrective action has been initiated?		

b. Messages

(1) Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
(2) Are messages formatted properly?	☑ Yes	☐ No
(3) Are all transmitted messages authorized?	☑ Yes	☐ No
(4) How frequently are incoming messages checked? Periodically during normal business hours.		
(5) Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
(a) Is the commander notified of significant messages after regular business hours?	☐ Yes	☑ No

c. Equipment

(1) Adequate and properly located?	☑ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	☑ No
(2) Noise or heat problem?	☐ Yes	☑ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☐ Yes	☑ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	☐ Yes	☑ No

d. Data Entry and Evaluation

(1) Is all data promptly and accurately entered?	☑ Yes	☐ No
(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	☐ No
(a) How does the error rate compare to Division and statewide average error rates? Unknown		

3. RADIO - NONDISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED
	09/25/08	NONE	

a. Radio Use

(1) Is use of the Area's base station beneficial?	☑ Yes	☐ No

(a) What are some of the uses? Listening to radio traffic.

(2) Is the use appropriate?	☑ Yes	☐ No
(3) Is there any interference with dispatch point operations?	☐ Yes	☑ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☐ Yes	☑ No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate?	☑ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	☑ Yes	☐ No

4. RADIO - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED	
a. Supervision				
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	☐ No		
(2) Is supervision effective?	☐ Yes	☐ No		
(3) Is shift staffing appropriate?	☐ Yes	☐ No		
(a) Are PSDs performing routine clerical jobs?	☐ Yes	☐ No		
(4) Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	☐ No		
(a) Is vacation scheduling adequate?	☐ Yes	☐ No		
(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	☐ No		
(c) Is there relief for solo PSDs?	☐ Yes	☐ No		
(5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	☐ No		
(a) Is there any evidence of sick leave abuse by employees? N/A	☐ Yes	☐ No		
(b) Is a sick leave tracking system in place?	☐ Yes	☐ No		
b. Training				
(1) Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes	☐ No		
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes	☐ No		
(2) Does the PSDS fully participate in the training process?	☐ Yes	☐ No		
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	☐ No		
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes	☐ No		
(5) Does the Communications Center conduct frequent and ongoing training?	☐ Yes	☐ No		
(a) Are agendas and minutes prepared?	☐ Yes	☐ No		

c. Equipment		
(1) What is the condition of the radio equipment?		
(a) Need of replacement?	☐ Yes	☐ No
(b) Capabilities sufficient?	☐ Yes	☐ No
(c) Who authorizes repairs?		
(d) Has repair overtime been kept to a minimum?	☐ Yes	☐ No
(e) Are trouble reporting requirements met?	☐ Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	☐ Yes	☐ No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	☐ No
(a) Sufficient space available for reference materials?	☐ Yes	☐ No
(b) Maps current?	☐ Yes	☐ No
(c) Reference material convenient for PSDs?	☐ Yes	☐ No
(d) Is knowledge of reference material apparent?	☐ Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	☐ Yes	☐ No
(a) Is access limited to avoid distractions to PSDs?	☐ Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	☐ Yes	☐ No
(3) Is lighting adequate?	☐ Yes	☐ No
(4) Have background noise-dampening materials been installed?	☐ Yes	☐ No
(5) Is heating and cooling adequate?	☐ Yes	☐ No
(6) Are restrooms located nearby?	☐ Yes	☐ No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	☐ No
(a) Are procedures current and adequate?	☐ Yes	☐ No
f. Records		
(1) Are message logs/radio cards legible?	☐ Yes	☐ No
(a) Are they used properly?	☐ Yes	☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	☐ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	☐ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	☐ No

N/A

			EVALUATED	ACTION REQUIRED	CORRECTED
(5)	Does the filing system allow information to be easily retrieved?	☐ Yes ☐ No			
(6)	Is too much or too little information being logged?	☐ Yes ☐ No			
(7)	Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐ Yes ☐ No			
g.	Effectiveness				
(1)	Are PSDs proficient?	☐ Yes ☐ No			
(2)	What is the overall quality of the dispatch operation?				
(3)	Is staffing sufficient?	☐ Yes ☐ No			
h.	Equipment Room				
(1)	Is the room being used for storage of anything other than communications equipment?	☐ Yes ☐ No			
(2)	Is the room clean?	☐ Yes ☐ No			
(3)	Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes ☐ No			
(4)	Are procedures for reporting malfunctions in place, and are they understood by employees?	☐ Yes ☐ No			
(5)	Is electrical equipment protected by an uninterrupted power source?	☐ Yes ☐ No			
(6)	Is there a procedure in place for testing emergency back-up power sources?	☐ Yes ☐ No			
i.	Generator Room				
(1)	Do you have a generator room?	☐ Yes ☐ No			
(2)	Is the generator room used for storage?	☐ Yes ☐ No			
(3)	If used for storage, are items flammable?	☐ Yes ☐ No			
(4)	Is generator easily accessible?	☐ Yes ☐ No			
5.	**RADIO DISPATCH - EMERGENCY INCIDENT OPERATION**				
a.	Responsibilities				
(1)	Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☐ Yes ☐ No			
(2)	Are required notifications made by communications personnel?	☐ Yes ☐ No			
(3)	If assigned, what is the function of the watch officer?				
(4)	Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes ☐ No			
b.	Procedures				
(1)	Have dispatch operation emergency procedures been incorporated into a SOP?	☐ Yes ☐ No			
(a)	Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes ☐ No			

N/A

(2) Procedures current, adequate and clear?	☐ Yes	☐ No
(3) Are there established evacuation procedures?	☐ Yes	☐ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	☐ Yes	☐ No
(a) Is the reference material current?	☐ Yes	☐ No
(b) Who maintains the library?		
(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	☐ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	☐ No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	☐ Yes	☐ No
(2) Does the supervisor participate in post-incident critiques?	☐ Yes	☐ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	☐ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	☐ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports?		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	☐ No
(a) Has all training been documented?	☐ Yes	☐ No
(3) Is there an understanding of the CHP incident command function?	☐ Yes	☐ No
(4) Has a priority list for personnel training been established?	☐ Yes	☐ No
(5) Who coordinates the training?		

N/A

M e m o r a n d u m

Date: September 26, 2008

To: Visalia Area

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Visalia Area

File No.: 480.12574

Subject: CHAPTER 14 INSPECTION

Inspection of the Area communications systems was completed on September 25, 2008, in compliance with HPG 22.1, Area Management Guide, Chapter 14. There were not any deficiencies identified.

J. A. RHEA, Sergeant